

Quality of Service of On-Line Learning System in Northern Region of India: A Comparative Analysis

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Abstract: The drift of technology towards the field of education has laid benchmark with On-Line Learning Platform (OLLP) system. The OLLP is perceived differently by the respondents of different educational background and different age groups. Effective implementation of OLLP system is analysed in this paper by focussing on conduct of online courses to ensure system quality of OLLP, service quality and employability of subscribers. In this study the respondents have been chosen age wise, qualification wise and place of residence from Northern Region of India that aims to cover states of Haryana, Himachal Pradesh, Jammu and Punjab (excluding Chandigarh) as well as union territories like Chandigarh and Delhi.

Keywords: On-Line Learning Portal (OLLP) system, Online Tools, Online courses.

I. INTRODUCTION

Online education is evolving in urban as well as rural sectors of India. Awareness about smart classes have added up a new methodology in the era of education. The traditional classrooms have been replaced by smart classes within a span of time. To further enhance, digitalisation in the field of education is being promoted and there is emergence of On-Line Learning Portal (OLLP) system which promotes mobile classroom, 24 hours seven days availability of course content with instructor availability during the course. It is expected that OLLP should create vibrant learning environments wherein a user goes through life like an interactive experience. The objectives of this paper is to analyse the effectiveness of On-Line Learning Platform on the subscribers ability to enhance knowledge and employability. The place of residence, level of education and age are the main factors that influence the subscribers and that measures the service quality and other features of OLLP. This manuscript is developed to access educational resources from outside the institution on a global and instant basis, to obtain quick and easy way to create, update and revise course materials, to increase the flexible interaction with student through e-mail and discussion forums, to obtain location and time independent delivery of course materials such as course notes, diagrams, reading list, etc., to prepare quality-learning materials, ability to combine text, graphics and a limited amount of multimedia, enabling instructional designers, to increase learner control through hypertext based presentation of information, to obtain opportunities for international, cross culture and collaborative learning,

ability to serve a large number of students at a potentially reduced cost, to develop self-learning ability. The flow of this research paper is: a. Section II provides the literature survey. b. Section III analyses the results and discussions. c. Section IV summarises the paper in Conclusion.

II. LITERATURE SURVEY

Stoyunova and Yovkov (2016) observed that effectiveness of education was the main concern throughout the whole human history. The effective and efficient education can be achieved by searching ways to shorten the time of learning and by achieving the desired results. There is no time and place limits in e-learning system. Anyone can learn via internet at any time and at any place. The e-learning system is designed to enrol a large number of students. Bhatt and Maniar (2017) observed that the institutions who do not realize the importance of E-learning, are lacking of knowledge. E-learning has become the necessity of modern education in Indian colleges and universities to compete the international standards as well as to attract the affordable international students. So the subjects, courses should be settled in this way so they may satisfy the international standards and needs of every student. Gencturk and Korucu (2017) conducted an experimental study on online users who use web 2.0 technologies. Web 2.0 is different from the previous web technologies. It is very helpful to the students for earning co-operative working habits. This technology is also helpful to improve skills of acquiring knowledge and learning. It has a very deep and positive impact on individual's development. Konwar (2017) concluded that Information and Technology such as internet, computer, mobile phones, television, radio and so on plays a pivotal role not just in the class but also in other fields. E-learning is a teaching and learning approach to increase educational achievements of students and it helps to minimize the cost and time in the academic achievements. E-learning is more beneficial in developing countries to provide better quality of education, to develop motivation and confidence among the students. Lone (2017) found that the teachers can't be replaced by the technology but they are complements of each other. In the education system, there are tremendous changes and the digital education has become the norm for the day. The websites, apps, videos, live chats and so on took the place of books. It is no more limited to printed materials. The technology can make the education reasonable as the expenditure of the education has been gradually growing for those who are unable to benefit. The

e-Education is termed as 'edtech' now this helps to make learners adapt in the environment around them, increase their learning level and to develop creativity among them.

III. RESULTS AND FINDINGS

Respondents from various educational background and of different age, perceive OLLP system in their own way. To investigate the impact of online learning portals, a

questionnaire was developed to collect data from the colleges, engineering colleges and universities of Northern India. The respondents from Chandigarh, Delhi, Haryana, Himachal Pradesh, Jammu and Punjab were selected. Graduate level as well as Post-Graduate level students were considered as respondents which took the online courses of a region for better insights.

Table 1: Response Regarding Student Satisfaction Level from Union Territories

States→ Accessibility Parameter↓	Chandigarh	Delhi
OLLP system can be accessed without any technical restrictions (hardware/ software).	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system is easy to operate.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system helps in-depth understanding subject in concern.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system provides data/ text/ audio/ video/ power-points formats.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system provides hyperlinks to outside resources.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system holds interactive chat system (chatbot) for assistance.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system is easy to access.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP resolves subscriber's problems fast.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP is customizable as per student's interest.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP is updated regularly to meet up with student's requirements.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system lays stress on subjects taught in specific university only.	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from union territories of Chandigarh and Delhi have same opinion about the parameters as given in Table 1. The response received is positive, as majority of the respondents agree with the services of the online learning portal for the system is accessed without technical hurdles, easy to operate, model helps in-depth understanding

of the subject, provides content in multimedia format, makes available external links for references, makes available online help chatbot, easy to use, resolve problems fast, customisable according to needs, updates content and lays stress on subjects offered at university levels.

Table 2: Response Regarding Student Satisfaction Level from Northern Indian States

States→ Accessibility Parameter↓	Haryana	Himachal Pradesh	Jammu	Punjab
OLLP system can be accessed without any technical restrictions (hardware/ software).	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system is easy to operate.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system helps in-depth understanding subject in concern.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system provides data/ text/ audio/ video/ power-points formats.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system provides hyperlinks to outside resources.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system holds interactive chat system (chatbot) for assistance.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system is easy to access.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP resolves subscriber's problems fast.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP is customizable as per student's interest.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP is updated regularly to meet up with student's requirements.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system lays stress on subjects taught in specific university only.	Agree/ Strongly Agree	50-50	50-50	Disagree/ Strongly Disagree

The respondents from states of northern India have same opinion about the parameters as given in Table 2. The response received is positive, as majority of the respondents agree with the services of the online learning portal for the system is accessed without technical hurdles, easy to operate, model helps in-depth understanding of the subject, provides content in multimedia format, makes available external links for references, makes available online help

chatbot, easy to use, resolve problems fast, customisable according to needs and updates content.

There is difference of opinion in case of respondents from Himachal Pradesh and Jammu, as there is almost equal number of respondents that agree and disagree with the syllabus matching with university levels. The respondents from Punjab state totally disagree that the syllabus matches university syllabus levels.

Table 3: Response Regarding Service Quality of Portal from Union Territories

States→ Accessibility Parameter↓	Chandigarh	Delhi
Service of OLLP is designed to suit the online use.	Agree/ Strongly Agree	Agree/ Strongly Agree
The course runs smoothly throughout the schedule.	Agree/ Strongly Agree	Agree/ Strongly Agree
In OLLP, the service is presented to the students directly in a clear and simple language.	Agree/ Strongly Agree	Agree/ Strongly Agree
The services of OLLP give personal attention to the student needs.	Agree/ Strongly Agree	Agree/ Strongly Agree
The services of OLLP are up-to-date.	Agree/ Strongly Agree	Agree/ Strongly Agree
Students are satisfied with the services of OLLP system.	Agree/ Strongly Agree	Agree/ Strongly Agree
The OLLP replies to the in-depth/ complex queries of the subject	Agree/ Strongly Agree	Agree/ Strongly Agree
Course content/ Assignments are updated frequently.	Agree/ Strongly Agree	Agree/ Strongly Agree
The Syllabus / Tests / Assignments are customized on student's demands.	Agree/ Strongly Agree	Agree/ Strongly Agree
Course content is easy to understand and adds to the knowledge.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP provides courses according to university curriculum.	Agree/ Strongly Agree	Agree/ Strongly Agree
The concepts/ skills are useful and meets for the academic and industrial needs.	Agree/ Strongly Agree	Agree/ Strongly Agree
Skills enhancement concepts are beneficial and advantageous.	Agree/ Strongly Agree	Agree/ Strongly Agree
The concepts/ skills of the course content are complete and sufficient for the employability.	Agree/ Strongly Agree	Agree/ Strongly Agree
The course concepts/ skills are uploaded on basis of schedule.	Agree/ Strongly Agree	Agree/ Strongly Agree
The complete course is uploaded in one go and is referred timely.	Agree/ Strongly Agree	Agree/ Strongly Agree
The course concepts/ skills are according to universities of India.	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from union territories of Chandigarh and Delhi have same opinion about the parameters as given in Table 3. The response received is positive, as majority of the respondents agree with the services of the online learning portal for the system is designed to suit the online use, course runs smoothly throughout the schedule, the service is presented to the students directly in a clear and

simple language, give personal attention to the student needs, services of OLLP are up-to-date, Students are satisfied with the services of OLLP system, OLLP replies to the in-depth/ complex queries of the subject, Course content/ Assignments are updated frequently, The Syllabus / Tests / Assignments are customized on student's demands, Course content is easy to understand and adds to the

knowledge, OLLP provides courses according to university curriculum, the concepts/ skills are useful and meets for the academic and industrial needs, Skills enhancement concepts are beneficial and advantageous, the concepts/ skills of the course content are complete and sufficient for the

employability, the course concepts/ skills are uploaded on basis of schedule, the complete course is uploaded in one go and is referred timely and the course concepts/ skills are according to universities of India.

Table 4: Response Regarding Service Quality of Portal from Northern Indian States

States→ Accessibility Parameter↓	Haryana	Himachal Pradesh	Jammu	Punjab
Service of OLLP is designed to suit the online use.	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
The course runs smoothly throughout the schedule.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
In OLLP, the service is presented to the students directly in a clear and simple language.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The services of OLLP give personal attention to the student needs.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The services of OLLP are up-to-date.	Agree/ Strongly Agree	50-50	Agree/ Strongly Agree	Agree/ Strongly Agree
Students are satisfied with the services of OLLP system.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The OLLP replies to the in-depth/ complex queries of the subject	Agree/ Strongly Agree	50-50	Agree/ Strongly Agree	Agree/ Strongly Agree
Course content/ Assignments are updated frequently.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The Syllabus / Tests / Assignments are customized on student's demands.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Course content is easy to understand and adds to the knowledge.	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
OLLP provides courses according to university curriculum.	Agree/ Strongly Agree	50-50	Disagree/ Strongly Disagree	Agree/ Strongly Agree
The concepts/ skills are useful and meets for the academic and industrial needs.	Agree/ Strongly	Agree/ Strongly	Disagree/ Strongly	Agree/ Strongly

	Agree	Agree	Disagree	Agree
Skills enhancement concepts are beneficial and advantageous.	Agree/ Strongly Agree	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
The concepts/ skills of the course content are complete and sufficient for the employability.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The course concepts/ skills are uploaded on basis of schedule.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The complete course is uploaded in one go and is referred timely.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The course concepts/ skills are according to universities of India.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from the states of north India, have same opinion about the parameters as given in Table 4. The response from states of Haryana and Punjab received is positive, as majority of the respondents agree with the services of the online learning portal for the system is designed to suit the online use, course runs smoothly throughout the schedule, the service is presented to the students directly in a clear and simple language, give personal attention to the student needs, services of OLLP are up-to-date, students are satisfied with the services of OLLP system, OLLP replies to the in-depth/ complex queries of the subject, course content/ Assignments are updated frequently, the Syllabus / Tests / Assignments are customized on student's demands, course content is easy to understand and adds to the knowledge, OLLP provides courses according to university curriculum, the concepts/ skills are useful and meets for the academic and industrial needs, Skills enhancement concepts are beneficial and advantageous, the concepts/ skills of the course content are complete and sufficient for the employability, the course concepts/ skills are uploaded on basis of schedule, the complete course is uploaded in one go and is referred timely and the course concepts/ skills are according to universities of India.

The respondents from Himachal Pradesh are neutral or do not agree with the positive response for the services like online learning portal for the system is designed to suit the online use, services of OLLP are up-to-date, OLLP replies to the in-depth/ complex queries of the subject, OLLP provides courses according to university curriculum, Course content is easy to understand and adds to the knowledge and OLLP provides courses according to university curriculum. The reason is obvious from the rate of literacy and the remote location of the respondents from the major cities. Hence, they are not getting proper benefit from these features.

The respondents from Jammu are neutral or do not agree with the positive response for the services like online learning portal for the system is designed to suit the online use, course content is easy to understand and adds to the knowledge, OLLP provides courses according to university curriculum, the concepts/ skills are useful and meets for the academic and industrial needs and skills enhancement concepts are beneficial and advantageous. The reason is obvious from the rate of literacy and the remote location of the respondents from the major cities. Hence, they are not getting proper benefit from these features.

Table 5: Response Regarding Skill Enhancement of Subscriber from Union Territories

States→ Accessibility Parameter↓	Chandigarh	Delhi
Does OLLP helps in completing Internship/Project Development?	Agree/ Strongly Agree	Agree/ Strongly Agree
Certificate provides Satisfaction to the students.	Agree/ Strongly Agree	Agree/ Strongly Agree
For concepts/ skills enhancement, are you willing to pay fee?	Agree/ Strongly Agree	Agree/ Strongly Agree
Test must be mandatory for all the students undergoing OLLP.	Agree/ Strongly Agree	Agree/ Strongly Agree
No fee is required for accessing the courses.	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from union territories of Chandigarh and Delhi have same opinion about the parameters as given in Table 5. The response received is positive, as majority of the respondents agree with the services of the online learning portal for the OLLP helps in completing

Internship/Project Development, certificate provides Satisfaction to the students, for concepts/ skills enhancement, are you willing to pay fee, test must be mandatory for all the students undergoing OLLP and no fee is required for accessing the courses.

Table 6: Response Regarding Skill Enhancement of Subscriber from North Indian States

States→ Accessibility Parameter↓	Haryana	Himachal Pradesh	Jammu	Punjab
Does OLLP helps in completing Internship / Project Development?	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
Certificate provides Satisfaction to the students.	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
For concepts/ skills enhancement, are you willing to pay fee?	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
Test must be mandatory for all the students undergoing OLLP.	Agree/ Strongly Agree	Disagree/ Strongly Disagree	Disagree/ Strongly Disagree	Agree/ Strongly Agree
No fee is required for accessing the courses.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from north Indian states have same opinion about the parameters as given in Table 6. The response received is positive, as majority of the respondents from Haryana and Punjab agree with the services of the online learning portal for the OLLP helps in completing Internship / Project Development, certificate provides Satisfaction to the students, for concepts / skills enhancement, are you willing to pay fee, test must be mandatory for all the students undergoing OLLP and no fee is required for accessing the courses.

The respondents from Himachal Pradesh and Jammu do not agree with the quality of the services like OLLP helps in completing Internship / Project Development, certificate provides Satisfaction to the students, for concepts/ skills enhancement, are you willing to pay fee and test must be mandatory for all the students undergoing OLLP. The reason is obvious from the rate of literacy and the remote location of the respondents from the major cities. Hence, they are not getting proper benefit from these features.

Table 7: Response Regarding Miscellaneous Parameter of Portal from Union Territories

States→ Accessibility Parameter↓	Chandigarh	Delhi
OLLP system is available all the time (24*7).	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system hosts curriculum for users across the country.	Agree/ Strongly Agree	Agree/ Strongly Agree
The subscription for the course is for the session/ semester.	Agree/ Strongly Agree	Agree/ Strongly Agree
Only authenticated users are allowed to access OLLP system.	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP provides subtitles in regional languages.	Agree/ Strongly Agree	Agree/ Strongly Agree
Is there requirement of regional language subtitle in OLLP.	Agree/ Strongly Agree	Agree/ Strongly Agree
The Audio of content is in regional languages (other than English).	Agree/ Strongly Agree	Agree/ Strongly Agree
The overall experience of the course delivery is satisfactory.	Agree/ Strongly Agree	Agree/ Strongly Agree
Is there any requirement of certificate of the courses studied?	Agree/ Strongly Agree	Agree/ Strongly Agree
Does this requirement of certificate, a necessity for Job placement?	Agree/ Strongly Agree	Agree/ Strongly Agree
Fee must be mandatory for the course concepts/ skills.	Agree/ Strongly Agree	Agree/ Strongly Agree
Fee must be mandatory for the effective taking test.	Agree/ Strongly Agree	Agree/ Strongly Agree
Grade improvement option are available.	Agree/ Strongly Agree	Agree/ Strongly Agree
For grade improvement, Fee must be mandatory.	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from union territories of Chandigarh and Delhi have same opinion about the parameters as given in Table 7. The response received is positive, as majority of the respondents agree with the OLLP system is available all the time (24*7), OLLP system hosts curriculum for users across the country, the subscription for the course is for the session/ semester, only authenticated users are allowed to access OLLP system, OLLP provides subtitles in regional languages, there requirement of regional language subtitle

in OLLP, the audio of content is in regional languages (other than English), the overall experience of the course delivery is satisfactory, there any requirement of certificate of the courses studied, requirement of certificate, a necessity for Job placement, fee must be mandatory for the course concepts/ skills, fee must be mandatory for the effective taking test, grade improvement option are available and for grade improvement, Fee must be mandatory.

Table 8: Response Regarding Miscellaneous Parameter of Portal from north India States

States→ Accessibility Parameter↓	Haryana	Himachal Pradesh	Jammu	Punjab
OLLP system is available all the time (24*7).	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP system hosts curriculum for users across the country.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The subscription for the course is for the session/ semester.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Only authenticated users are allowed to access OLLP system.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
OLLP provides subtitles in regional languages.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Is there requirement of regional language subtitle in OLLP.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The Audio of content is in regional languages (other than English).	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
The overall experience of the course delivery is satisfactory.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Is there any requirement of certificate of the courses studied?	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Does this requirement of certificate, a necessity for Job placement?	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree

Fee must be mandatory for the course concepts/ skills.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Fee must be mandatory for the effective taking test.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
Grade improvement option are available.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree
For grade improvement, Fee must be mandatory.	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree	Agree/ Strongly Agree

The respondents from states of northern India have same opinion about the parameters as given in Table 8. The response received is positive, as majority of the respondents agree with the OLLP system is available all the time (24*7), OLLP system hosts curriculum for users across the country, the subscription for the course is for the session/ semester, only authenticated users are allowed to access OLLP system, OLLP provides subtitles in regional languages, there requirement of regional language subtitle in OLLP, the audio of content is in regional languages (other than English), the overall experience of the course delivery is satisfactory, there any requirement of certificate of the courses studied, requirement of certificate, a necessity for Job placement, fee must be mandatory for the course concepts/ skills, fee must be mandatory for the effective taking test, grade improvement option are available and for grade improvement, Fee must be mandatory.

IV. CONCLUSION

Online learning plays an important role in development of education which turns up wheel of fortune in education sector. In the present paper, On-Line Learning Portal system acts as base for interactive learning system. According to analysis in the paper, The respondents from union territories of Chandigarh and Delhi have same opinion. The response from states of Haryana and Punjab received is positive, as majority of the respondents agree with the services of the online learning portal for the system. The respondents from Jammu and Himachal Pradesh are neutral or do not agree with the positive response for the services. The reason is obvious from the rate of literacy and the remote location of the respondents from the major cities. Hence, they are not getting proper benefit from these features. Analysis of contribution of various states and union territories as shown in the tables illustrated in the paper. This contribution depicts the number of students that have enrolled to OLLP system courses and have successfully completed the course.

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