Students’ Opinions towards Online Registration Problems Experienced with the SKY System of Mahidol University International College

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Abstract

This research aimed at studying students' opinions about the online registration system on the SKY System in 5 aspects, consisting of 1) the aspects of the easiness to the students 2) the aspects of speediness and stability of the system 3) the aspects of information accuracy, 4) the aspects of the function of operation and 5) the aspects of facilities of the Information Technology Department. Samples used in this study were students of Mahidol University International College in the academic year 2019-2020, 420 students in total. Research instrument of the study was the online questionnaire. Statistics used were Percentage, Mean, Standard Deviation, T-value test, and Analysis of variance. Results of the study showed that the students agreed at a moderate level on the overall system. However, when considering in each aspect, it was found that students agreed on the system in the aspect of the accuracy of the information at a high level as students found that the system processed and displayed wrong results, misspelling occurred, and the system had a high level of error information. In addition, students had opinion on the system in the aspect of the function of operation at a moderate level. They agreed at a high level that the full course queuing registration system was inefficient. In terms of students’ opinions on the system in the aspect on facilities of the Information Technology Department, the aspect on the easiness to the students, and the aspect on speediness and stability of the system were at a moderate level. From the results of the analysis by classification according to personal data variables, it was found that male and female students had no different opinions on the system in all aspects, but students of each year and each programs had different opinions towards the aspect on information accuracy. Additionally, students in each year had different opinions about the aspect on the easiness to the students. The results obtained from the study will be presented to the executives and the department in charge in order to improve and develop the system for higher efficiency.

Keywords : Online Registration SKY System

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ความคิดเห็นของนักศึกษาต่อระบบการลงทะเบียนออนไลน์ บน SKY System วิทยาลัยนานาชาติ มหาวิทยาลัยมหิดล

บทคัดย่อ

การวิจัยครั้งนี้ มีวัตถุประสงค์เพื่อศึกษาความคิดเห็นของนักศึกษาต่อระบบลงทะเบียนออนไลน์บน SKYS System 5 ด้าน คือ 1) ด้านความเป็นมิตรกับผู้ใช้งาน 2) ด้านความเร็วและความเสถียรของระบบ 3) ด้านความถูกต้องของข้อมูล 4) ด้านฟังก์ชั่นการใช้งาน และ 5) ด้านสิ่งอำนวยความสะดวกของงานเทคโนโลยีสารสนเทศ กลุ่มตัวอย่างที่ใช้ในการศึกษาครั้งนี้เป็นนักศึกษาของวิทยาลัยนานาชาติ มหาวิทยาลัยมหิดล ประจำปีการศึกษา 2562-2563 จำนวน 420 คน เครื่องมือที่ใช้ในการศึกษา คือ แบบสอบถามออนไลน์ สถิติที่ใช้ได้แก่ ค่าร้อยละ ค่าเฉลี่ย ส่วนเบี่ยงเบนมาตรฐาน การทดสอบค่าที และการวิเคราะห์ความแปรปรวน ผลการศึกษาพบว่า นักศึกษาเห็นด้วยต่อระบบโดยรวมอยู่ในระดับปานกลาง แต่เมื่อพิจารณาเป็นรายด้านพบว่า นักศึกษาเห็นด้วยต่อระบบด้านความถูกต้องของข้อมูลในระดับมาก โดยเห็นว่าระบบมีการประมวลผลและการแสดงผลที่ผิดพลาด มีการสะกดคำผิด และระบบมีข้อมูลที่ผิดพลาดในระดับมาก และนักศึกษามีความเห็นต่อระบบด้านฟังก์ชั่นการใช้งานในระดับปานกลาง โดยนักศึกษาเห็นด้วยในระดับมากเรื่องระบบการเข้ารอคิวรายวิชาที่เต็มไม่มีประสิทธิภาพ ส่วนความเห็นของนักศึกษาต่อระบบด้านสิ่งอำนวยความสะดวกของงานเทคโนโลยีสารสนเทศ ด้านความเป็นมิตรกับผู้ใช้งาน และด้านความเร็วและความเสถียรของระบบอยู่ในระดับปานกลาง ผลการวิเคราะห์เปรียบเทียบโดยจำแนกตามปัจจัยพื้นฐานส่วนบุคคลพบว่านักศึกษาชายและหญิงมีความเห็นไม่แตกต่างกันต่อระบบในทุกด้าน แต่นักศึกษาแต่ละชั้นปี และนักศึกษาแต่ละหลักสูตรมีความคิดเห็นต่อระบบแตกต่างในด้านความถูกต้องของข้อมูล นอกจากนี้นักศึกษาแต่ละชั้นปียังมีความเห็นแตกต่างกันด้านความเป็นมิตรกับผู้ใช้งาน ซึ่งผลที่ได้จากการศึกษาจะนำเสนอต่อผู้บริหารและส่วนงานที่รับผิดชอบดูแลระบบ เพื่อนำไปปรับปรุงและพัฒนาระบบให้มีประสิทธิภาพสูงขึ้น

คำสำคัญ : ระบบลงทะเบียนออนไลน์บน SKY System

Students’ Opinions towards Online Registration Problems Experienced with the SKY System of Mahidol University International College

INTRODUCTION

RATIONALE

SKY System is an information system for teaching and learning management that has been developed since 2013 to support the operation starting from student admissions process until graduation. This system can reduce the problem of registration, class scheduling, and payment. Previously, former registration was based on the OASIS system for its administration, where the problems and difficulties were still existed and there had been many mistakes, while SKY System was an internet based system that students could use from anywhere in the world, thus providing students and parents with a very convenient service, and most importantly, there was an excellent standard of storage security.

The system is divided into 3 databases, namely student database, faculty member database, and course database. There were 15 systems in SKY System which was considered to be the most complete system Mahidol University has ever had. However, during the seven years that Mahidol University International College adopted this system, it was found that the system had a number of limitations in using which caused the college develop this system continually. The operation with the above mentioned matter was to develop the system according to the problems that happened. Most of them were the persons who encounter the problems then lead to system fixed on a regular basis. Very few problems have been brought to solve the solution from students who were our main customers. This may be because the college does not have a good chance to receive “voice of the customer” about SKY System. As Nigel Hill (cited in Ronnachai Kongsakon, 2006) once said that the real judge of customer satisfaction, finally, must always be the customer. So, the method to listen to “voice of the customer” was very important to the college's operations. For such reason, the researcher is interested in surveying students' opinions towards the problems of the online registration of SKY system in order to bring their opinions to better improve and develop the system.

RESEARCH OBJECTIVES

1. To study the opinions of Mahidol University International College students towards the Online Registration with the SKY System in 5 aspects, namely 1) the aspect of the easiness to the students 2) the aspect of speediness and stability of the system 3) the aspect of information accuracy, 4) the aspect of the function of operation and 5) the aspect of facilities of the Information Technology Department.

2. To compare students' opinions on the online registration system on SKY System classified by personal information variables.

HYPOTHESIS

Mahidol University International College students agreed at a “high” level towards the online registration system through SKY system on all 5 aspects namely, 1) the aspect of the easiness to the students 2) the aspect of speediness and stability of the system 3) the aspect of information accuracy, 4) the aspect of the function of operation and 5) the aspect of facilities of the Information Technology Department. Moreover, there was no different opinion when classified according to personal data variables.

METHODOLOGY

Population and Sample

Population were 3,382 students of Mahidol University International College in the academic year 2019-2020 and the samples size was specified according to Yamane Table and there were 420 students voluntarily completed the online questionnaires.

RESEARCH INSTRUMENT

Research instrument used to collect data was the questionnaires created by the researcher from the study on the issue of online registration system on the SKY System from the staff who acted as a center who suggest and solve the problems of the said system.

The questionnaire used for data collection was divided into 3 parts, comprising Part 1; personal data variables consisting of gender, year, and program, for 3 questions, Part 2; Opinion surveying towards the online registration system on SKY System dividing into 5 aspects, namely 1) the aspect of the easiness to the students 2) the aspect of speediness and stability of the system 3) the aspect of information accuracy, 4) the

aspect of the function of operation and 5) the aspect of facilities of the Information Technology Department which was a Likert five-rating scale for 26 questions and Part 3; Suggestions which were 5 open-ended questions.

COLLECTION OF DATA

Data collection was operated by 3,382 Mahidol University International College students who responded the online questionnaire during November to December 2019 including 420 students responded the questionnaires for 12.42 percent.

DATA ANALYSIS

The researcher collected data from the online questionnaires, then processing, and analyzing the data using statistical packages as follows:

Part 1: Analysis of personal information variables with descriptive statistics consisting of value, frequency and percentage. The presentation of data obtained from the analysis was presented in the form of table and presentation. Personal data variables of the students were analyzed by the number and percentage and presented in the form of table and presentation.

Part 2: The analysis of students’ opinion level towards the online registration system on SKY System with descriptive statistics consisting of Average and Standard Deviation and then use the obtained values to compare the criteria.

Average 1.00 – 1.80 scores	means	Agree at the lowest level
Average 1.81 – 2.60 scores	means	Agree at the low level
Average 2.61 – 3.40 scores	means	Agree at the moderate level
Average 3.41 – 4.20 scores	means	Agree at the high level
Average 4.21 – 5.00 scores	means	Agree at the highest level

and presented in the form of table and presentation.

Part 3 The analysis of students’ opinions towards the Online Registration System on SKY System classified by personal information variables, statistics used were T-test and Analysis of Variance.

STUDY RESULT

Part 1) The analysis of personal information

All of 420 sample who responded the questionnaires, classifying by gender, year, and program, the result was shown in Table 1

Table 1 Number and percentage of information on personal data variables of the sample

Personal data		Number (people)	Percentage
1. Gender	Male	166	39.52
	Female	254	60.48
2. Year	Freshman	283	67.38
	Sophomore	72	17.14
	Junior	33	7.86
	Senior and higher students	32	7.62
3. Program	Bachelor of Arts	59	14.05
	Bachelor of Business Administration	187	44.52
	Bachelor of Communication Arts	43	10.24
	Bachelor of Fine Arts	15	3.57
	Bachelor of Management	33	7.86
	Bachelor of Engineering	5	1.19
	Bachelor of Sciences	78	18.57

From Table 1, personal data variables of 420 students who responded the questionnaires, classified by gender, it was found that 39.52% were male and 60.48% were female. Classifying by year, it was found that 67.38% were Freshmen, followed by Sophomore students for 17.14%, Junior students for 7.86%, and Senior and higher students for 7.62%, respectively. Classifying by program, it was found that the sample were the students of Business Administration Program for 44.52%, followed by the students of Science Program for 18.57%, students of Arts Programm for 14.05% and the students of Communication Arts Program for 10.24% respectively.

Part 2) The Analysis of students’opinion levels towards the Online Registration System on SKY System

Data on the student's opinion level towards the online registration system on the SKY System in overall and all 5 aspects were shown in Tables 2 to Table 7.

Table 2 Mean and Standard Deviation of students’ opinions towards the online registration system on the SKY System

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1. the aspect of the easiness to the students	3.18	0.90	moderate	4
2.the aspect of speediness and stability of the system	3.05	0.91	moderate	5
3. the aspect of information accuracy	3.60	0.87	high	1
4. the aspect of the function of operation	3.23	0.78	moderate	2
5. the aspect of facilities of the Information Technology Department	3.21	0.94	moderate	3
Total	**3.25**	**0.67**	**moderate**	**-**

From Table 2, it was found that the students agreed with the online registration system on SKY System in overall at a moderate level with an average values of 3.25. When considering in each aspect, it was found that the students agreed at a high level on the accuracy of the information with an average values of 3.60. Additionally, the students agreed at a moderate level in the aspect of the function of operation, the aspect of facilities of the Information Technology Department, the aspect of the easiness to the students, and the aspect of speediness and stability of the system with Mean values of 3.23, 3.21, 3.18 and 3.05 respectively.

Table 3 Student’s opinion towards the Online Registration System on SKY System about the aspect of easiness to the students

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1.The description of the use of each function was unclear	3.26	0.98	moderate	1
2.The pattern and function of the registration were difficult to use	3.23	1.02	moderate	2
3. The registration fee format and function were difficult to use.	3.06	1.08	moderate	3

From Table 3 regarding the aspect of easiness to the students, it was found that the students thought that description of the use of each function was unclear, the pattern and function of the registration were difficult to use, and the registration fee format and

function were difficult to use in overall at a moderate level with Mean values of 3.26, 3.23, and 3.06 respectively.

Table 4 Student’s opinion towards the Online Registration System on SKY System about the aspect of speediness and stability of the system

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1. Speed of the system	2.88	1.18	moderate	4
2. Stability of the system	2.90	1.18	moderate	3
3.When using the system via mobile phone, the system was difficult to use	3.33	1.17	moderate	1
4. The system had problems when using it at home, in Thailand or abroad	3.08	1.14	moderate	2

From Table 4, about the aspect of speediness and stability of the system, it was found that the students agreed that using the system via mobile phone, the system was difficult to use and that the system had problems when using it at home, in Thailand or abroad. Problems about stability of the system, problems about the speed of using the system were at a moderate level with Mean values of 3.33, 3.08, 2.90, and 2.88 respectively.

Table 5 Student’s opinion towards the Online Registration System on SKY System about the aspect on information accuracy

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1. The system contained wrongful data	3.56	0.95	high	3
2. Mispelling ocurred	3.60	0.96	high	2
3.The system had processed and displayed error results	3.62	0.95	high	1

From Table 5, about the aspect on information accuracy, it was found that students agreed at a high level that the system had processed and displayed error results, misspelling occurred, and the system contained wrongful data, Mean values were 3.62, 3.60 and 3.56 respectively.

Table 6 Student’s opinion towards the Online Registration System on SKY System about the aspect of the function of operation

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1.The system showed the subjects in accordance withthe program structure, was difficult to understand	3.39	0.97	moderate	2
2. Displaying of all subjects offered was unclear	3.12	0.99	moderate	8
3. Displaying of all closed subjects was unclear	3.18	0.99	moderate	6
4. The system cannot effectively prevent the selection of subjects that were being studied at the same time	3.10	1.07	moderate	9
5. The system was not able to effectively prevent the selection of subjects that the exam schedule were being at the same time	3.13	1.05	moderate	7
6. There was no function for checking the availability of each subject	3.12	1.04	moderate	8
7. The function for searching subjects was not effective.	3.25	1.05	moderate	4
8.Displaying the subjects that were already full was not yet clear	3.22	1.05	moderate	5
9.Queing system to study the subject that were already full was inefficient	3.41	1.09	high	1
10. Function for checking Prerequisite courses was inefficient	3.35	1.03	moderate	3
11.Displaying of class schedule and Cancel/make up class were unclear	3.18	1.10	moderate	6
12. Function for sending and receiving messages was inefficient.	3.35	1.06	moderate	3

From Table 6 about the function of operation, it was found that the students agreed at a high level that queing system to study the subject that were already full was inefficient with Mean values of 3.41. They agreed at a moderate level towards all 11 problems consisted of the system showed the subjects in accordance with the program structure was difficult to understand, function for checking Prerequisite courses was inefficient, function for sending and receiving messages was inefficient, function for searching subjects was not effective, displaying the subjects that were already full was not yet clear, displaying of all closed subjects was unclear, displaying of class schedule and cancel/make up class were unclear, the system was not able to effectively prevent the selection of subjects that the exam schedule were being at the same time, displaying of all subjects offered was unclear, there was no function for checking the availability of each subject, the system cannot effectively prevent the selection of subjects that are being studied at the same time, Mean values was 3.39, 3.35, 3.35, 3.25, 3.22, 3.18, 3.18, 3.13, 3.12, 3.12 and 3.10 respectively.

Table 7 Student’s opinion towards the Online Registration System on SKY System about the aspect of the facilities of the Information Technology Department

Problems of the SKY System	$\bar{x}$	SD	Average level	Ranking
1. The number of computers on the registration date was not enough	3.19	1.06	moderate	3
2. Providing wired internet (LAN) services	3.23	1.08	moderate	2
3. Providing wireless internet service (Wireless: Wi-Fi)	3.16	1.14	moderate	4
4.The suitability of seating arrangement was not comfortable	3.27	1.04	moderate	1

From table 7, about the facilities of the Information Technology Department, it was found that the students agreed at a moderate level towards the suitability of seating arrangement was not comfortable, providing wired internet (LAN) services, the number of computers on the registration date was not enough, and providing wireless internet service (Wireless: Wi-Fi), Mean values was 3.27, 3.23, 3.19, and 3.16 respectively.

Part 3) The Analysis of students'opinion levels towards the Online Registration System on SKY System classified by student's personal information variables

The Analysis of students'opinion classified by personal data variables were gender, Year, and Program. Two types of statistics were used: independent t-test statistics for gender variables, for the Year and Program variables, the Analysis of Variance (ANOVA) statistics were used as shown in Table 8 to Table 13.

Table 8 The results of the comparison of students' opinions on the online registration system on SKY System between males and females

Problems of the SKY System	male			female			t	P-value
	N	$\bar{x}$	SD	N	$\bar{X}$	SD		
1. the aspect of the easiness to the students	166	3.16	1.02	254	3.20	0.81	-0.384	0.702
2. the aspect of speediness and stability of the system	166	3.01	1.04	254	3.07	0.82	-0.626	0.532
3. the aspect of information accuracy	166	3.51	1.03	254	3.65	0.75	-1.536	0.126
4. the aspect of the function of operation	166	3.19	0.93	254	3.26	0.67	-0.887	0.376
5. the aspect of the facilities of the Information Technology Department	166	3.21	1.04	254	3.21	0.88	-0.023	0.981
Overall	**166**	**3.22**	**0.80**	**254**	**3.28**	**0.57**	**-0.873**	**0.383**

* Significance level .05

From Table 8, it was found that male students had opinion in the aspect of information accuracy ($\bar{x}$ = 3.51) at a high level and had opinion in the aspect of the facilities of the Information Technology Department ($\bar{x}$ = 3.21), the aspect of the functuion of operation ($\bar{x}$ = 3.19), the aspect of the easiness to the students ($\bar{x}$ = 3.16) and the aspect of speediness and stability of the system ($\bar{x}$ = 3.01) at a moderate level.

Female students had opinion in the aspect of information accuracy ($\bar{x}$ = 3.62) at a high level and had the opinion in the aspect of the function of operation ($\bar{x}$ = 3.26), the aspect of the facilities of the Information Technology Department ($\bar{x}$ = 3.21), the aspect

of the easiness to the students ($\bar{x}$ = 3.20) and the aspect of speediness and stability of the system ($\bar{x}$ = 3.07) at a moderate level.

Male students and female students had no different opinions towards the system statistically significant at the level of 0.05. And when considering in each aspect, it was found that, male students and female students had no different opinions with statistically significant at the level 0.05 in the aspect of the easiness to the students, aspect of speediness and stability of the system, aspect of information accuracy, and the aspect of the facilities of the Information Technology Department.

Table 9 The results of an analysis of the variance in students' opinions towards the online registration system on the SKY System of each year.

Problems of the SKY System	Source of variance	SS	df	MS	F	P-value
1.the aspect of the easiness to the students	Between groups	30.881	3	10.294	13.843	.000
	Within the group	309.346	416	.744		
	Total	340.228	419			
2.the aspect of speediness and stability of the system	Between groups	5.123	3	1.708	2.074	.103
	Within the group	342.463	416	.823		
	Total	347.586	419			
3. the aspect of information accuracy	Between groups	7.378	3	2.459	3.284	.021
	Within the group	311.527	416	.749		
	Total	318904	419			
4. the aspect of the function of operation	Between groups	3.826	3	1.275	2.095	.100

	Within the group	253.213	416	.609		
	Total	257.039	419			
5. the aspect of the facilities of Information Technology Dept.	Between groups	6.295	3	2.098	2.382	.069
	Within the group	366.431	416	.881		
	Total	372.727	419			
Overview	Between groups	7.866	3	2.622	5.975	.001
	Within the group	182.575	416	0.439		
	Total	190.441	419			

* Significance level .05

From Table 9, it was found that students of each year had different opinions on the overall system statistically significant at the level of 0.05. Students had opinions about the system in two different aspects; the aspect of the easiness to the students and the aspect of information accuracy. There was no statistically significant difference in opinion of the students of each year at the 0.05 level concerning the aspect of speediness and stability of the system, the aspect of the function of operation, and the aspect of the facilities of the Information Technology Department.

Table 10 The Analysis of the differences on students'opinions in each year towards online registration system on SKY System in the aspect of the easiness to students

Year	N	$\bar{x}$	The difference between the years			
			Senior and higher	Junior	Sophomore	Freshy

Senior and higher	32	2.61		0.6913	-0.50116*	-0.72346*
Junior	33	2.55	-0.06913		-0.57029	-0.79259
Sophomore	72	3.12	0.50116*	0.57029*		-0.22230
Freshy	283	3.34	0.72346*	0.79259*	0.22230	

* Significance level .05

From Table 10, it was found that freshman year students had the highest level of agreeing on the aspect of the easiness to students, followed by the sophomore students, senior students and higher, and junior students respectively.

When comparing the level of opinion of students between the years, it was found that Freshman student and Sophomore student agreed on the aspect of the easiness to students more than Junior student and Senior student and higher statistically significant at the level 0.05.

Table 11 The analysis of the differences of the students’ opinions in each year towards the online registration system on SKY System on the aspect of information accuracy

Year	N	$\bar{x}$	The difference between the years			
			Senior and higher	Junior	Sophomore	Freshman
Senior and higher	32	3.68		0.49527*	0.16319	0.02102
Junior	33	3.18	-0.49527*		-0.33207	-0.47425*
Sophomore	72	3.51	-0.16319	0.33207		-0.14218
Freshman	283	3.66	-0.02102	0.47425*	0.142218	

* Significance level .05

From Table 11, it was found that senior students and higher agreed at the highest level towards the system with the aspect of information accuracy, followed by freshman student, sophomore student and junior student respectively.

When comparing students' average opinion levels between the years, it was found that freshman student and senior student and higher had level of opinion towards the

system on the accuracy of information more than junior student statistically significant at the level of 0.05.

Table 12 Results of the comparison on the variance of students' opinions towards online registration system on the SKY System in each program

Problems of the SKY System	Source of Variance	SS	Df	MS	F	P-value
1. the aspect of the easiness to the students	Between group	5.687	6	.948	1.170	.321
	Within the group	334.541	413	.810		
	Total	340.228	419			
2. the aspect of speediness and stability of the system	Between groups	4.419	6	.737	.886	.505
	Within the group	343.167	413	.831		
	Total	347.586	419			
3. the aspect of information accuracy	Between groups	12.419	6	2.070	2.789	0.011
	Within the group	306.485	413	.742		
	Total	318.904	419			
4. the aspect of the function of operation	Between groups	3.068	6	.511	.831	.546
	Within the group	253.971	413	.615		
	Total	257.039	419			
5. the aspect of the facilities of the InformationTechnology Dept.	Between groups	9.951	6	1.658	1.888	.082

	Within the group	362.776	413	.878		
	Total	372.727	419			
Overview	Between groups	4.844	6	.807	1.797	.098
	Within the group	185.597	413	.449		
	Total	190.441	419			

* Significance level .05

From Table 12, it was found that students studying different programs in overall, had no significant difference opinion on the system at 0.05 level. When studying each aspect, it was found that students studying different program had a statistically different opinion on the system of the aspect on the accuracy of the information at the 0.05 level. Students studying different programs had no statistically significant differences of opinion at a level 0.05 in the aspect of the easiness to the students, speediness and stability of the system, function of operation, and the facilities of the InformationTechnology Department.

Table 13 The analysis of the difference opinions of the students in each program towards the online registration system on the SKY System on the aspect of the accuracy of information.

Program	N	$\bar{x}$	Difference between programs						
			SS	BBA	MC	FAA	IH	ENG	SCI
B.A.	59	3.66		0.7248	-0.13533	-0.21130	0.58466*	0.18870	0.00152
B.B.A.	187	3.58	-0.07248		-0.20781	-0.28378	0.51218*	0.11622	-0.07096
B.A.Comm Arts	43	3.79	0.13533	0.20781		-0.07597	0.71999*	0.32403	0.13685
B.A (Fine Arts)	15	3.87	0.21130	0.28378	0.7597		0.79596*	0.40000	0.21282
B.A.Mngt.	33	3.07	-0.58466*	-0.51218*	-0.71999*	-0.79596*		-0.39596	-0.58314*
B.Eng	5	3.47	-0.18870	-0.11622	-0.32403	-0.40000	0.39596		-0.18718
B.S.	78	3.65	-0.00152	0.07096	-0.13685	-0.21282	0.58314*		0.18718

* Significance level .05

From Table 13, it was found that the students of the Bachelor of Arts program had the opinions at a high level on the accuracy of the information followed by Bachelor of Communication Arts Program, Bachelor of Arts Program, Bachelor of Science Program, Bachelor of Business Administration Program, Bachelor of Engineering Program, and Bachelor of Management Program respectively.

When comparing students' opinion levels between programs, it was found that students studying Bachelor of Management Program agreed with the system on the accuracy of information differently with the students of Bachelor of Arts Program, Bachelor of Business Administration Program, Bachelor of Communication Arts, Bachelor of Fine Arts, and Bachelor of Science Program with a level of opinion on the accuracy of information less than the Bachelor of Arts Program, Bachelor of Business Administration Program, Bachelor of Communication Arts Program, Bachelor of Fine Arts Program, and Bachelor of Science Program with statistically significant at a level of 0.05.

DISCUSSION

From the research studies, it was found that, in overall, students agreed on the online registration system on the SKY System at a moderate level. But when considering in each aspect, the students agreed with the system in the aspect of information accuracy at a high level considering that the system was processed and displayed the wrong results, misspelling occurred, and that the system had a high level of error information. Students had the opinions on the aspect of the function of operation, the aspect of the facilities of the Information Technology Department, the aspect of the easiness to the students, and the aspect of speediness and stability of the system at a moderate level. Male and female students had no different opinions about the system in every aspect but students in each year and students of each Program had different opinions in the aspect of the accuracy of the information. Moreover, students of each year had different opinions on the the aspect of the easiness to students.

But when considering the accuracy of the information in particular, it was found that the students considered that the system processed and displayed wrong results, misspelling occurred, and the system had a high level of error information which was consistent with the suggestions of students about wrong information such as displaying course categories, displaying grades, displaying exam schedules, displaying course

information, the information not updated, necessary information was not enough to meet the needs of the students, and the access was difficult. Various problems as mentioned above resulted in the understanding of the students that it caused them missing their opportunity to choose the courses because the courses were already full, moreover, no courses available for them to choose. Additionally, many students also stated that operating the SKY System at home was often slower than operating the system at the college which was consistent with the research result of Kawin Mongkolprapa (2015) and Udomrat Tivasub et al (2006) that the user satisfied with the OASIS system at a moderate level and most of the user agreed that the system should be improved and developed to accommodate them simultaneously. The results of the study will be presented to the executives and the Information Technology Department who were in charge of the system administrators for higher efficiency improvement and development of the system.

From the study of students' opinions classified by personal information which found that freshmam students had a higher level of opinion on the easiness of the students and the accuracy of the information than any other year. This may be the result from the college that arranged freshman as new students, had no knowledge of the online registration system through SKY System, so the registration of freshman students may encounter problems and cause a lot of dissatisfaction with the system as the system did not have a clear description of how to use each function, the pattern and registration function were difficult to access, processing and displaying were mistaken, misspelling occurred. However, the College had prepared staff and senior students to provide guidance to freshman throughout the registration so that the the freshman became more understanding and satisfied with the system.

The study found that students of the Bachelor of Management Program agreed towards the system in the aspect of the accuracy of the information at a lower level than the Bachelor of Arts Program, Bachelor of Business Administration Program, Bachelor of Communication Arts Program, Bachelor of Fine Arts Program, and Bachelor of Science Program. This may cause from the result that the Bachelor of Management Program had more specific courses than others, and the number of the students was not much. When conducting the registration online, students were therefore not too worried about it. Thus, students of this Program usually register later than students of other Programs and did not encounter registration problems. As a result, students were more satisfied with the system than the students of other programs which was consistent with the Bachelor of Engineering

Program that offered specific courses as well. At this point, students of the Bachelor of Management Program and the Bachelor of Engineering Program had no different opinions.

BENEFITS

1. Know the opinions of students on the online registration system via SKY System
2. Know the guidelines for planning, improving and developing the online registration system of Mahidol University International College

SUGGESTION

1. According to the results of the study, it was found that the online registration system on the SKY System in the aspect of the accuracy of the information had the greatest impact on students, therefore, resolving such problems should be the first priority.

2. Although the problems on the aspects of the easiness to students, speed and stability of the system, function of the operation, and facilities of the Information Technology Department were problems that did not affect much to the students, however, the above-mentioned should be considered to solve these problems in order to make online registration system on the SKY System to be more complete.

3. From the results of the study which found that freshman student had more opinions about the online registration system on the SKY System than any other year. Therefore, a training course about the use of the manual on the online registration system of SKY System should be provided to these students to efficiently and effectively gain knowledge and understanding that will bring the greatest benefit to the students.

RECOMMENDATION FOR FURTHER STUDY

1. In-depth interview and solution to the problem should be included in the next study in order to inquire the students about their opinions towards the online registration on SKY system as the current research is a survey of students' opinions from questionnaires only

2. Survey on students' opinion and their recommendations should be conducted continuously in order to collect data information to efficiently analyze and develop the system.

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