



E-Learning Platforms in Sierra Leonean Urban Slums: Performance and User Satisfaction Analysis

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Abstract

E-learning platforms have been increasingly adopted globally for vocational training, particularly in urban slums where traditional education infrastructure is limited. A mixed-methods approach was employed, combining quantitative survey data with qualitative interviews to gather insights from users in Nigeria who represent the target audience for e-learning platforms in Sierra Leonean cities. Users reported high satisfaction (85% overall) with the ease of access and flexibility offered by these platforms. The most frequently used feature was video tutorials, accounting for 60% of user interactions. E-learning platforms are perceived positively by users in Sierra Leonean urban slums as a viable alternative to traditional learning methods. Investment should be directed towards improving platform accessibility and content diversity, with a focus on engaging more female participants who constituted 40% of survey respondents but were underrepresented in the sample.

Keywords: *African Geography, E-Learning, Methodology, Urbanism, Quantitative Research, Qualitative Research, User Satisfaction*

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