



# Online Education Platform Adoption Among University Students in Cape Town: Examining Learning Outcomes and Satisfaction Scores

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## Abstract

Online education platforms have gained popularity in South Africa, particularly among university students in Cape Town. This study aims to explore the adoption of such platforms and their impact on learning outcomes and student satisfaction. A mixed-methods approach was employed, combining quantitative data from surveys with qualitative insights from interviews. Surveys were distributed via email to students at a Cape Town university, while semi-structured interviews were conducted with a subset of respondents for deeper understanding. Among the surveyed students ( $n = 150$ ), 82% reported using online education platforms regularly. Satisfaction scores averaged 7.4 out of 10, indicating moderate to high levels of user satisfaction. Analysis revealed that platform features such as interactive content and robust analytics significantly influenced student engagement. This study provides evidence on the efficacy of online education platforms in South African universities, highlighting their potential for enhancing learning outcomes and improving student satisfaction. Universities should invest in user-friendly online platforms with comprehensive analytics tools to enhance educational experiences. Future research could explore long-term impacts and scalability across different disciplines. Online Education Platforms, Student Satisfaction, Learning Outcomes, Mixed-Methods Study

**Keywords:** Cape Town, South Africa, Mixed Methods, Quantitative Research, Qualitative Inquiry, Educational Technology, E-Learning

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