Terms and Definitions

E-learning system (ELS): The entire technological, organizational, and management system that facilitates and enables students learning via the Internet.

End-user computing: A person who combines the two roles of developing the reports as well as utilizing the system output (the reports) to aid in the decision-making process.

Learners’ perceived effectiveness of e-learning systems: An e-learning system is considered effective when learners perceive its characteristics as highly important and are highly satisfied by those same characteristics.

2. **Improvement system effectiveness**: A comparison of an e-learning system over time.

3. **Normative system effectiveness**: A comparison of an e-learning system with a theoretically ideal e-learning system.

**Learners’ satisfaction items (satisfaction items)**: The measures of the perceived performance level learners find at a post-experience point of time with each e-learning system characteristic.

**Learners’ value items (value items)**: The measures of the importance of enduring core beliefs concerning each characteristic of e-learning systems when learning online.

**Learners’ dimension satisfaction measure**: The aggregation of all perceived learners’ satisfaction items with each dimension.

**Learners’ dimension value measure**: The aggregation of all perceived learners’ value items with each dimension.

**Learners’ overall satisfaction (overall satisfaction)**: The aggregation of all four learners’ dimension satisfaction measures.

**Learners’ overall value (overall value)**: The aggregation of all four learners’ dimension value measures.

**Proposed e-learning system characteristics**: The attributes (or features) associated with e-learning systems (e.g., quality of technical support, interaction with professor, quality of course content, learner’s comfort with technology, etc.).

**Proposed e-learning system dimensions**: (1) Technology and support; (2) Course; (3) Professor; (4) Learner. These are extended categories of e-learning system characteristics from literature.
Survey items: Questions that seek to measure users’ perceptions on characteristics.

Satisfaction: The perceived performance level users find at a post-experience point of time with e-learning systems.

Value (overall, for the whole e-learning system): An enduring core belief about the level of importance learners attribute to e-learning system as a whole.

Values (importance, preferences, desirables, and weights in the context of e-learning systems): Enduring principles learners use to evaluate the importance of e-learning system characteristics.