

## EXECUTIVE SUMMARY

E-Learning is an Internet-Based Education System That Brings Instructors-Learners in a Formalized Electronic Platform to Carry out Academic affairs effectively, efficiently without distance and time limitations. Due to the COVID-19 Pandemic and social-distancing policy, globally Educational Institution is performing their activities by web-based service, multi-media connection and learning-management system. The sudden emergence of the pandemic is challenging Institutions, instructors, and Academic Staff to provide the service quality adequately and maintain student satisfaction like physical class. As COVID-19 is becoming normal now than new-normal, the study aims to understand student's satisfaction level regarding E-Learning Service Quality and Identify the gap in service based on their perspective. The study chooses Universitas Jenderal Soedirman (UNSOED), located in Indonesia, and 378 students participated in the research program from 12 respective faculties. The Research used Quantitative Research Methodology, and Participant's Responses had been collected based on a Close-Ended Questionnaire by Google Form Survey. The Research used descriptive analysis, Kendall-tau Correlation Co-Efficient and Ordinal Regression to Identify the association and relationship between E-Learning Service Quality and Student Satisfaction in UNSOED. The result shows that Empathy, Responsiveness and Website Content Quality is highly related to student satisfaction. Though University commits assurance and reliability in their service at a significant level, there are still gaps in service that influence student satisfaction exceedingly.

**Keywords:** E-Learning, Service-Quality, Student-Satisfaction