



UNIVERSITY STUDENT'S EXPERIENCES AND PROBLEMS TOWARDS ONLINE LEARNING: A STUDY

Education

Ms Abda Shabnam Assistant Professor, Education & Training Department, Maulana Azad National Urdu University, Hyderabad, Telengana Posted at CTE-Bhopal.

ABSTRACT

The main purpose of this present study is to find out the experiences and difficulties faced by the students who are studying in different central universities of India. For this purpose, researcher used descriptive survey method. Student's Experiences and Problem Scale was prepared on the basis of six dimensions. It consists of 51 items and responses were collected on the five-point rating scale. Sample of this research was 70 students of different central universities of India and they were selected through random sampling technique. The main findings of the study reveals that the 70% university student's experienced and faced the average Online Learning Problems related to net connectivity, proper electric supply, availability of gadgets like android mobile, laptop and desktop etc. 94.3% students are found in the higher category of Digital Competence and literacy problem. 74.3% university students showed that they experienced problem in Time Management & distractions in online learning. 88.5 % students are found in the average category of financial problem for online learning like high speed net connectivity and availability of mobile/laptop/desktop. Psychological Issues like improper posture, eye sight problem, headache and poor mental health are found in 95.8% students. The Findings of the study, reveals that online learning fulfilled the necessities of emergency teaching –learning process but it can't replace the benefits of face-to-face mode of teaching –learning process.

KEYWORDS

Online Classes, Problems, Teaching and Learning

INTRODUCTION

The trend of online learning in educational institute gained importance, particularly during the Covid-19 Pandemic in 2020. In December, 2019, Corona virus was firstly identified in Wuhan City of China and quickly spread throughout the world, and distancing of person to person was started because the corona virus is contagious virus. The World Health Organisation (WHO) declared the outbreak a public health emergency of international concern on 30 January 2020 and a pandemic on 11 March 2020. Almost every country witnessed lockdowns as a result of this and to stops the chain from passing from one person to the next. In India, the lockdown was imposed in March 2020, forcing educational institutions across the country to close. As a result, schools, colleges, and universities throughout the world have been impacted, leading students to prefer online classes over physical classrooms because online learning is the only method available to them to continue their studies while remaining safe at home and taking necessary precautions.

No doubt, online learning may be a source of livelihood, but it is not without its drawbacks. There are numerous problems that must be resolved, ranging from internet connection issues to assessment issues. Other issues that require attention include ensuring online security for video classes and dealing with boredom. Prior to the lockdown, few people were aware of e-learning because it was not a regular mode in Indian educational institutions. In the beginning, both students and educators struggle to adjust to online teaching and learning. Following COVID-19, online lectures, video conferencing, Google Meet, Google Classrooms, etc. helped to usher in a revolution in education.

Most of the educational institution runs their classes online during the lockdown period. Most of the students attended online classes through mobile, laptop or any other gadgets. During e-learning student is facing different problems related to net connectivity, proper supply of electricity etc. Specially the students who are residing rural and remote areas facing the problem of net connectivity and proper supply of electricity which generate different problems. So, there is a need to identify the problems and strategies to overcome the problems of online learning. Kapasia (2020) Strategies are urgently needed to build a resilient education system in the state that will ensure to develop the skill for employability and the productivity of the young minds. Due to a lack of computer literacy, many students struggle to operate even the most basic computer programmes, and many struggle to pay for a reliable internet connection and devices like laptops or android mobile phones, etc. The current study seeks to identify the problems associated with study during the COVID-19 pandemic lockdown.

Objectives

1. To study the online learning experiences and problems faced by the university students
2. To study the different dimensions of online learning experiences and

problems faced by the university students.

Hypotheses

1. There will be average online learning experiences and problems faced by the university students.
2. There will be average online learning experiences and problems of different dimensions of university students

METHODOLOGY

Design Of The Study:-

The purpose of the present study is to analyse online learning experiences and problem faced by the university students. For this purpose, investigator has employed descriptive survey method.

Sample:

70 central university students were the sample and they were selected from different central universities of India through stratified random sampling technique.

Tool Used In Present Study:-

Self-prepared Tool i.e., Student's Experiences and Problem Scale was used by the researcher to collect the data from students of different Central Universities. The tool consists of 51 items which are based on different six dimensions, i.e., Digital Competence and literacy, Time Management & distractions, Financial and budget, Technical glitches, Staying Enthusiastic and Psychological Issues.

ANALYSIS & INTERPRETATION OF DATA

Objective No1:- To Study The Online Learning Experiences And Problems Faced By The University Students

Table No 1:- Showing The Level Of Online Learning Experiences And Problems Faced By University Students

S. No	Category (Scores)	No Of Students	Percentage
1	181 above	21	30%
2	101-180	49	70%
3	51-100	0	00
TOTAL		70	100%

The 30% students in the sample of study show that they possess higher difficulties/ problems faced in online learning while 70% shows that they possess' average level of problems during online learning. From the responses of items in experiences and it is observed that basically, the more problems faced by the students in the availability of gadgets, like laptop, mobile etc and the poor net connectivity as the problem of almost all students during online classes. Hypothesis number one is accepted.

Objective No 2:- To Study The Different Dimensions Of Online Learning Experiences And Problems Faced By The University Students.

Table 2:-Showing The Level Of Online Learning Experiences And Problems Faced By University Students In Respect To Different

S. No	Name Of Dimensions	Category	No of the Students	Percentage
1	Digital Competence and Literacy	35-50	66	94.3% (94)
		16-34	04	5.7% (6)
		5-15	00	0
		Total	N=70	= 100%
2	Time Management & distractions	21-35	52	74.3%
		11-20	18	25.7%
		0-10	0	0
		Total	N=70	= 100%
3	Financial and budget	31-45	08	11.5
		16-30	62	88.5
		05-15	0	0
		Total	N=70	100%
4	Technical glitches	21-30	10	14.3
		11-20	55	78.6
		05-10	05	7.2
		Total	N=70	100%
5	Staying Enthusiastic	35-50	25	35.7
		16-34	45	64.5
		05-15	0	0
		Total	N=70	100%
6	Psychological Issues	35-50	03	4.3
		16-34	67	95.8
		05-15	0	0
		Total	N=70	100%

DIMENSIONS

From the Table no 2 it is observed that **94.3%** students in respect to first dimension i.e., digital competence and literacy show that they possess higher difficulties/ problems faced in online learning, while **5.7%** shows that they possess' average level of digital competence and literacy problem during online learning. Due to lack of digital knowledge and competency most of the students are not able to complete the task given by their mentors and teachers.

It is observed from the result of second dimension i.e., Time Management & distractions **74.3%** university students show that they possess higher difficulties/ problems faced in online learning in managing the schedule of classes and house hold work, while **25.7 %** shows that they possess' average level of managing time during online learning.

It is clear that **88.5 %** university students in average category of economical problem, they have the economical issue in online learning, they have financial burden for net connectivity and availability of gadgets like mobile and lap top. Similarly, **11.5 %** student found in higher category of economical problem during online learning.

From the above table it is observed that **14.3%** students in respect to Fourth dimension i.e., technical glitches show that they possess higher difficulties/ problems faced in online learning, due to technical issues while **78.6 %** shows that they possess' average level of technical Issues during online learning. And only **7.2 %** shows low level of technical problem. Due to technical Issues most of the students are not able to complete the task given by their mentors and teachers.

It is observed from the result of fifth dimension i.e., Staying Enthusiastic, **35.7%** university students show that they possess higher difficulties/ problems faced in online learning due to lack of motivation, while **64.5%** shows that they possess' average level of Motivation during online learning.

It is clear that **95.8 %** university students in average category of Psychological Issues, they have the Psychological Issues in online learning, they have financial burden for net connectivity and availability of gadgets like mobile and laptop. The **4.3 %** students found in experiences and problem of higher category of sixth dimension i.e., psychological issues during online learning. Hypothesis number two is accepted.

Educational Implications And Suggestions:

Lack of computer literacy in today's world is a serious problem that has

an impact on both students and educators. Many people still lack basic computer and office software knowledge, including how to use Microsoft Word and PowerPoint. To overcome this issue Education institutions should provide students and teachers with necessary tools and resources to boost their computer literacy. Technical Glitches are frequently an impediment in online learning due to this student become frustrated and disinterested in learning process. High speed internet is only solution to overcome this issue. For online learning effective time management is a skill, so teachers and parents should focus on the development of this skill. Technology helps the teachers and students to connect virtually through online classrooms, webinars, digital exams, and so on but the effective teaching-learning process will be gained through the face-to-face mode with proper knowledge and understanding of techno-pedagogical knowledge.

REFERENCES

1. Kapasia (2020) "Children and Youth Services Review" retrieved from: Link: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7308748/>
2. World Health Organisation (WHO) (2020) https://en.wikipedia.org/wiki/COVID-19_pandemic#:~:text=The%20first%20known%20outbreak%20started,to%2Dhuman%20transmission%20began%20earlier.19_pandemic#:~:text=The%20first%20known%20outbreak%20started,to-human%20transmission%20began%20earlie
3. Abinaya Suresh (2021) Impact of Covid-19 on school education in India, retrieved from <https://timesofindia.indiatimes.com/readersblog/theenchantedpen/>
4. Ashraf, S & Khan A.N (2022) A Study of Mental health and Learning Outcomes of Secondary School of Bhopal District, [https://www.worldwidejournals.com/international-journal-of-scientific-research-\(IJSR\)/is.php](https://www.worldwidejournals.com/international-journal-of-scientific-research-(IJSR)/is.php)