ORIGINAL RESEARCH PAPER

Education

CHALLENGES OF ONLINE TEACHING-LEARNING

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ABSTRACT

Learning is a continuous and life long process. Online learning has now become a new trend in the present Covid-pandemic. Online learning has given a new dimension in educational scenario. With the advancement in science and technology, it has now become a tremendous transformation and shift from traditional classroom learning to online learning through the social platform like Google Classroom, Zoom, Google Meet, Microsoft Team, etc. On one hand we are not losing our academic year as we have got an opportunity to conduct online classes as well as on-line examination and evaluation as well. On the other hand with the shift of offline to on-line classroom learning there are certain challenges that the students as well as teachers are facing and striving hard to get through it or to cope up with the pandemic situation. Digital learning brings both opportunities and challenges. Few of the challenges of online-learning from students' perspective are- network issue, poor electricity connectivity, increase of on-screen time, understanding issue for an average student, self-pace learning, no scope for individual differences, lack of guidance at home, lack of follow-up programs, lack of motivation, lack of classroom environment at home, increase in stress and frustration and many more. Above all network issue remains the main challenge of digital teaching-learning process in Assam. As in Assam where maximum rural areas covers the most part of the state, network always plays a major concern of issue during the online teaching-learning process.

INTRODUCTION:

The Covid Pandemic had disrupted almost every aspects of human life; it has disrupted education section which has completely transferred to online mode in most countries around even in India. It has not left behind Assam indeed, though Assam is mostly covered by rural areas, education scenario here has transferred from offline mode to online mode without any delay. The need for education updating was required because of the fast advances in communication and technology. Although digital transformation has the potential to improve the education and higher education system of a country to a great extent, but it is not free from challenges for all the region like Assam as mostly of the areas are covered by rural background. The global decision to close the educational institutes was rational to keep social distancing to stop its spread. Some countries had switched to online learning immediately because they were already prepared for online learning. Colleges and Universities in Assam have also adapted to the demand of the online learning at its own pace.

Several arguments are associated with online learning. Accessibility, affordability, flexibility, learning pedagogy, life-long learning, and policy are some of the arguments related to online pedagogy. It is said that online mode of learning is easily accessible and can even reach to rural and remote areas. It is considered to be a relatively cheaper mode of education in terms of the lower cost of transportation, accommodation, and the overall cost of institution-based learning. Flexibility is another interesting aspect of online learning; a learner can schedule or plan their time for completion of courses available online. Combining face-to-face lectures with technology gives rise to blended learning and flipped classrooms; this type of learning environment can increase the learning potential of the students. Students can learn anytime and anywhere, thereby developing new skills in the process leading to life-long learning. The government also had recognized the increasing importance of online learning in this dynamic world.

Statement of the Problem: The present study is stated as, "Challenges of online teaching-learning".

Objectives of the Study:
The objectives of the present study are:
1. To know the challenges faced by the students' in the online classes
2. To know the challenges faced by the teachers' in the online classes

3. To provide remedial measures as suggested by students' and teachers' for more effective online classes.

Review of the Related Literature:
- **Rosalina, E., Nasrullah & Elyani, E. (2020)** had studied on Teacher's challenges towards online learning in pandemic era. The findings reveals that most of the teachers agree that the challenges to apply online learning are in facilitation such as internet connection, quota, the places of home living, and the process of online learning itself such as the teachers' less in technology for designing interesting online learning activities, less communicative, lack of interaction, and fostering an effective online learning climate.
- **Mahyoob, M. (2020)** have done a study on challenges of e-learning during the covid-19 pandemic experienced by EFL learners. The study reveals that most English language learners are not satisfied with continuing online learning, as they could not fulfill the expected progress in language learning performance.
- **Brahma, B. (2021)** have studied on Online education system: its challenges and opportunities and the findings reveals that newness and demand of mastery of digital and ICT tools, network problem, mental stress, lack of devices, to teach lively, etc. are various challenges of online learning. Besides that, learning something new, rise of digital knowledge, improvement in learning materials, etc. are various opportunities before us due to online education as the new beginner due to pandemic situation.
- **Mihin, L. (2021)** had done a study on Digital Transformation in Higher Education in India: Challenges. The study reveals that there are multiple issues and challenging confronting the implementation of digital technology in educational institutions for remote location specific, the introduction of digital technology faces internal and external barriers such as- resources and internet connectivity, poor maintenance and up-gradation of digital equipment, insufficient funds, shortage of equipment and language and content related challenges.
- **Resume of the Review:** It has been known from the study done by different investigators that online learning had already been more than a year by now. It has been known that the educational institutions had adopted online learning in order to keep in pace with the on- going pandemic. It has also been observed that though online learning had helped the educational scenario to keep up the semester and learning alive yet it has many challenges faced by both teachers and students. It is therefore an

urgent need to study how the online learning is going on and how it has affected the teachers and students of Guwahati, Assam.

Methodology of the Study: The present study follows Descriptive Survey Method as it tries to describe and analyzed the challenges faced by the teachers and students in the on-going online classes.

Population and Sample of the Study: The population of the present study comprises of students' and teachers' of colleges and university of Guwahati City, Assam.

In the present study 101 students and 35 teachers represent the sample by following purposive sampling procedure.

Tools Used: In the present study, the investigator had collected data through Google form and questions were framed keeping in mind the objectives of the study
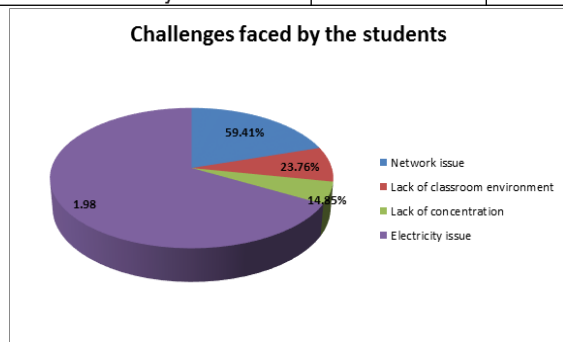
Statistical Technique Used: The investigator had used simple percentage, frequency, pie chart and bar graphs for analyzing the data.

Description of the Study Area: The present study has been done in Guwahati city of Assam. Assam, the gateway to the North East India is the largest state in the North East is bordering seven states viz. Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and West Bengal and two countries viz. Bangladesh and Bhutan. The state is endowed with abundant fertile land and water resources with total geographical area of 78, 438 sq. km. of which 98.4% area is rural. Most of the state population lives in the lush valleys of its own major river system in the 30 districts of the Brahmaputra valley and 3 districts of the Barak valley.

Analysis and Discussions: Raw data collected does not represent any meaning unless and until, it has been analyzed and interpreted.

Objective 1: To know the challenges faced by the students' in the online classes

Items	No. of Response	%
Network issue	60	59.41
Lack of classroom environment	24	23.76
Lack of Concentration	15	14.85
Electricity issue	2	1.98

Pie Chart1 showing the challenges faced by the students in online classes

Interpretation:
The table and chart above shows that 59.41% of the students' respondents face network issue in attending the online classes, 23.76% of them responded that in online classes there is a lack of classroom environment, 14.85% of the students' responded that there is a lack of concentration in attending online classes and 1.98% of the students' have responded that due to electricity issue it becomes a challenge to cope up in the online classes.

Objective 2: To know the challenges faced by the teachers' in the online classes

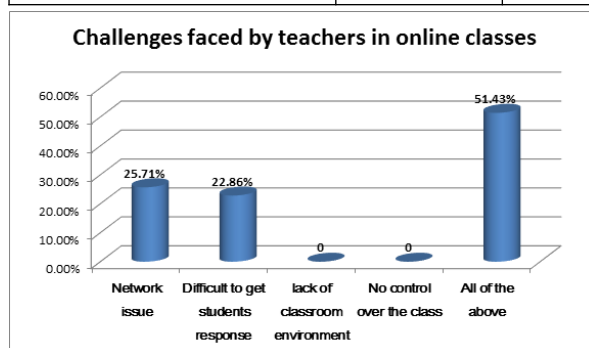| Items	No. of Response	%
Network issue	09	25.71
Difficult to get students response	08	22.86
Lack of classroom environment	--	-
No control over the class	--	-
All of the above	18	51.43

Chart 2 showing the Challenges faced by the teachers in online classes

Interpretation:
From the table and chart above, it has been shown that 25.71% of the teachers' respondents face network issue during online classes, 22.86% of the teachers' respondents shared that it is difficult to get students response and 51.43% of the teachers' respondents have responded that they face network issue, difficulty in getting students' response, lack of classroom environment and no control over the class in dealing with the online classes.

Objective 3: To provide remedial measures as suggested by students' and teachers' for more effective online classes.
Interpretations: Suggestion from students' perspective:
• To design online program for students to make them creative and attentive
• Online learning should be more lively and interactive
• Record the lecture and make it available to the students' so that they can learn at their convenient time
• Sufficient gap between the classes taken through online
• After power point presentation, discussions period of 15 minutes for the queries should be provided
• Online classes should not exceed more than 1 hour
• Providing useful knowledge about e-learning
• More discussion and questioning time must be given
• Continuous evaluation after every unit/class to be done
• Clarify the doubts by setting a proper time frame
• Individual attention should be given to each student and ask them about their problem

Suggestion from teachers' perspective:
• Government should take step to provide smart phone to poor students
• Proper mechanism for long term use of online classes should be devised with regular assessment system
• Awareness campaign should be done about online classes and its necessity during the pandemic among the students
• Students' audio-video should be on through-out the period
• Internet issue should be improved
• Modification of teaching-learning strategies
• Orientation should be given to both teacher and students regarding use of various digital platform
• Government should ensure to facilitate all infra-structure for virtual teaching

Findings of the Study:
The findings of the present study are as follows:
• 59.41% of students face network issue as a challenge in

attending online classes

- 25.71% of the teachers' respondents faced network issue as a challenge in taking online classes and 51.43 % of the teachers' have responded that besides network issue they do face some other challenges such as difficult to get students' response, lack of classroom environment and no control over the class
- Other challenges faced by the teachers and students are limitation of internet data, time management, attention diversion, monotony in learning, more on-screen time leads to certain health issues such as migraine problem, lack of technical skills, responses and behavior cannot be monitored, no adequate power supply to ensure technological devices in rural areas, lack of regulation or procedures for both sides.

Suggestion and Implication: To deal with the corona pandemic and to cope up with the online teaching-learning process students and teachers have gone through many challenges and issues and have managed in a parallel way to handle the issues in a very effective way. During the process both the teachers and students have experienced many challenges and have realized the urgent need of some initiatives to cope up with the on-going pandemic and the online classes. It was a great challenge for both students and teachers in conducting classes, examination, assignment, seminar presentation and evaluation process. But indeed they have come up with some suggestion to carry on the on-line classes in an effective and fruitful way, such as- designing the online program for students to make more creative and interactive, to make the classes more lively by providing activity during the online classes, initiative for providing orientation to both teachers and students to foster and adapt the necessary strategies for making teaching-learning more dynamic. By adapting with the suggestions mentioned both from the perspective of students and teachers will surely enable the online teaching-learning process to be effective and fruitful like never before.

CONCLUSION:

Due to the Corona pandemic, the teaching and learning process which usually used to be face to face must be changed to an online system. Though no options was left to keep in pace with the pandemic, it was only a way through an online process. It is successful to some extent but it has its own challenges where there is a gap between the learners and the teachers in the online classes. Challenges in online learning need to be identified. The use of the virtual environment to support student education can be understood as a spectrum, on one extreme are courses using no virtual technology, while on the other extreme the entire course is provided, accessed, and completed online. The study reveals that most of the challenge faced in the online learning is the network issue and thus the initiative must come from the government to solve the situation besides other initiatives from the students and teachers perspective.

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