

## SURVEY PROJECT TO UNDERSTAND THE IMPACT OF COVID-19 ON EDUCATION

**Manda A. Mhatre, Shruti R. Hiremath and Yojana S. Muniv**

*Department of Zoology, Changu Kana Thakur Arts, Commerce and Science College, New Panvel, Navi Mumbai.*

### **Abstract:**

*The aim of the study is to know about the learner's satisfaction and challenges faced by the learners in online studies during COVID-19 pandemic. The survey is conducted among the learners of Changu Kana Thakur ACS College, New Panvel. The data were collected from 181 learners through online survey. Data collected from the survey were analysed with routine statistical software. According to the survey, online teaching was equally important in all segments of education during the pandemic period. It was found that learners are getting accustomed to E-learning and upgrading themselves by overcoming the obstacles in online learning. Virtual classrooms have become an avant-garde in the pandemic. With the ease of accessibility most of the learners find E-learning a content experience, however it is necessary to accentuate the downside and improvise them for an ameliorate learning experience.*

*Besides the epidemiological benefits of E-learning during the COVID-19 pandemic, other benefits worth mentioning include increased convenience, access to resources regardless of location, time and reduction of costs. Online classes also have limitations, including problems with internet access, poor internet connection quality, and insufficient digital skills of the respondents. Some benefits such as time flexibility can also be a limitation, especially for students who have difficulties with self-discipline.*

**Key words:** *Online learning, pandemic, survey.*

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### **INTRODUCTION**

India is suffering from COVID -19 pandemic from March 2019 onwards due to this education institutes have opted the electronic learning (E-learning) for the completion of curriculum. During the COVID -19 pandemic situation most of the institutes, colleges and universities responded by shifting their courses online. With this sudden shift away from the classroom impacted on whole system of education as well as components of education system across country. Learners and teacher are facing number of challenges. There are, however, challenges to overcome. Some students without reliable internet access and/or technology struggle to participate in digital learning; this gap is seen across country and between income brackets within country. Thus, it is necessary to study the learner's satisfaction and know the challenges faced by learners regarding

the online education. The survey was conducted to find out perceptions regarding E-learning and difficulties faced by the learners.

## MATERIAL AND METHODS

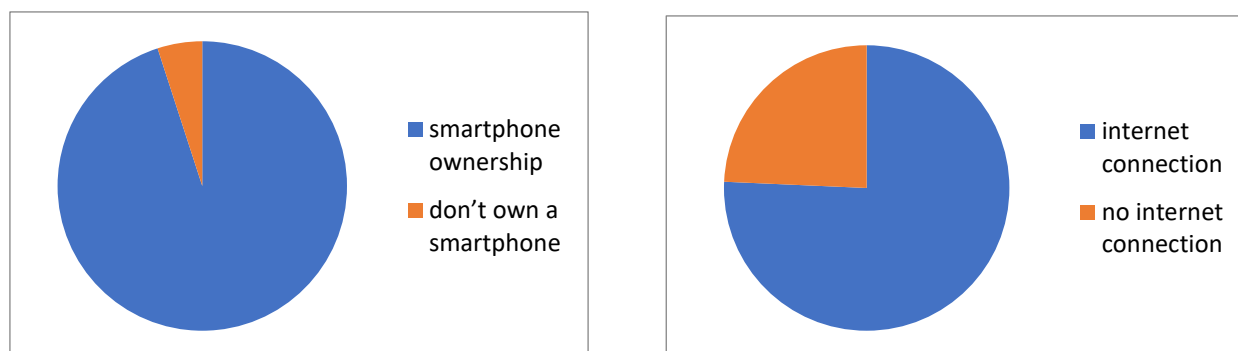
A survey was conducted online with the help of distributing questionnaire (google form) to the first year, second year and third year learners. Data collected from the survey were analysed with routine statistical software.

## RESULTS

Total 181 learners took part in the survey. The age of learners is between 17-23 years, with most of the students between the age group 18-19 years. This study includes 52.5% first year, 38.1% second year and 9.4% third year learners. The study encompasses mostly Science students.

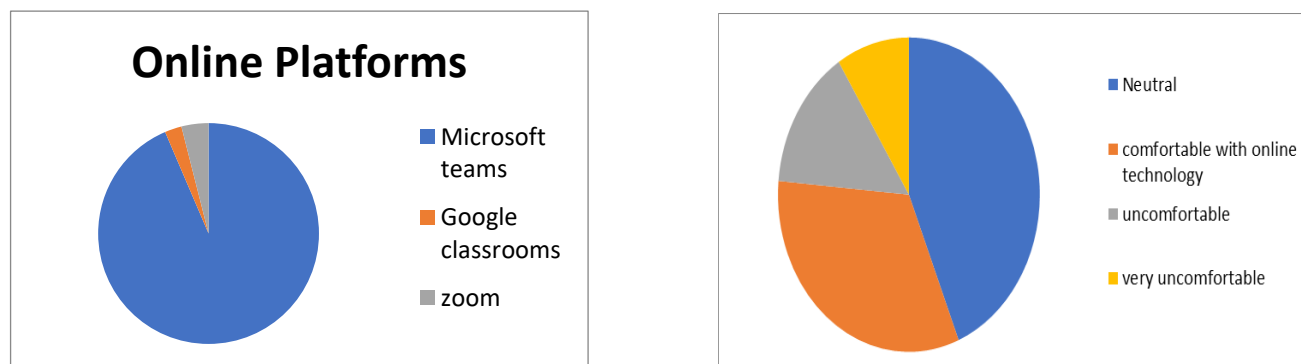
The opinions of 70% female and 30% males were noted. According to the respondents 86.2% respondents do not have ownership of laptop or computers and 13.8% own a laptop or computer.

95% respondents have their own smart phone and find it a feasible option for taking lectures and 5% claimed that they were using others smart phones for attending regular lectures. (Figure 1).



Though 75.7 % respondents claim that they have internet connections (cable net or Wi-Fi) at home, around 24.3% learners do not have satisfactory internet connectivity. (Figure 2).

Several E-learning platforms are available, 94.5% are adept in using Microsoft teams while remaining are familiar with Google classrooms and zoom. (Figure 3).



**Fig 3: Student's preference to E-learning applications**
**Figure 4: Student's level of comfort in online classes**

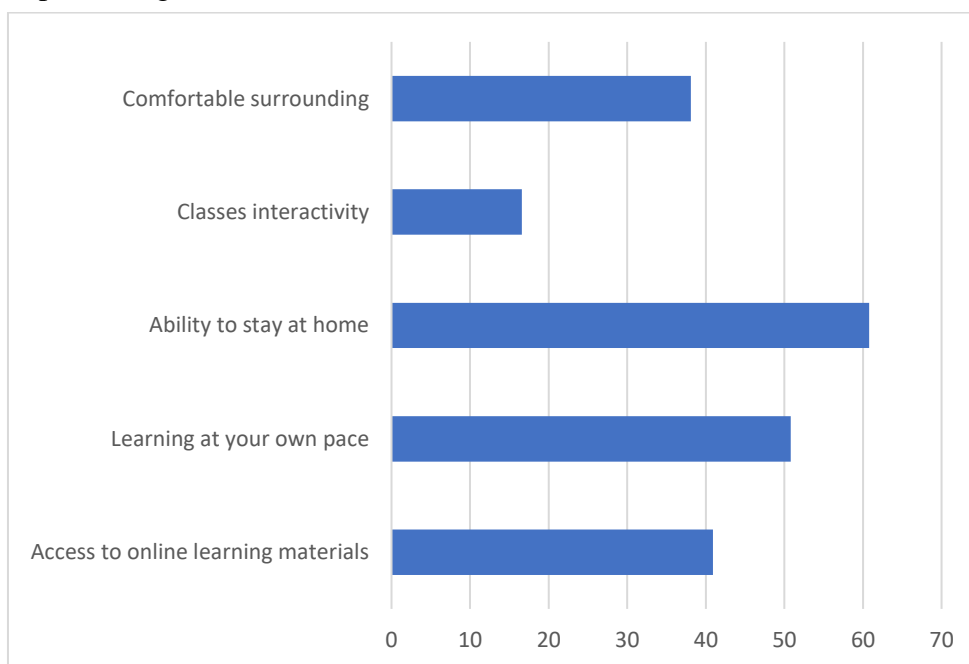
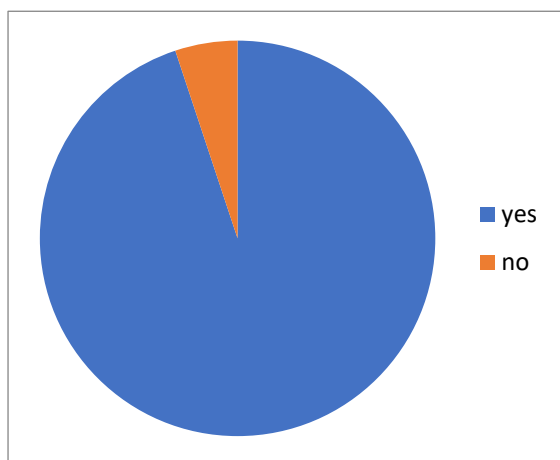
Since online learning is a futuristic and unforeseen option it becomes vital to note learner's satisfaction 32.6% were comfortable with online learning while 9% were complacent with online learning, 43.8% were neutral and 14.6% are uncomfortable and do not readily sync with online teaching technology. (Figure 4). 94.9% learners agreed that they have the facility to clear doubts while only a small fraction does not agree with the

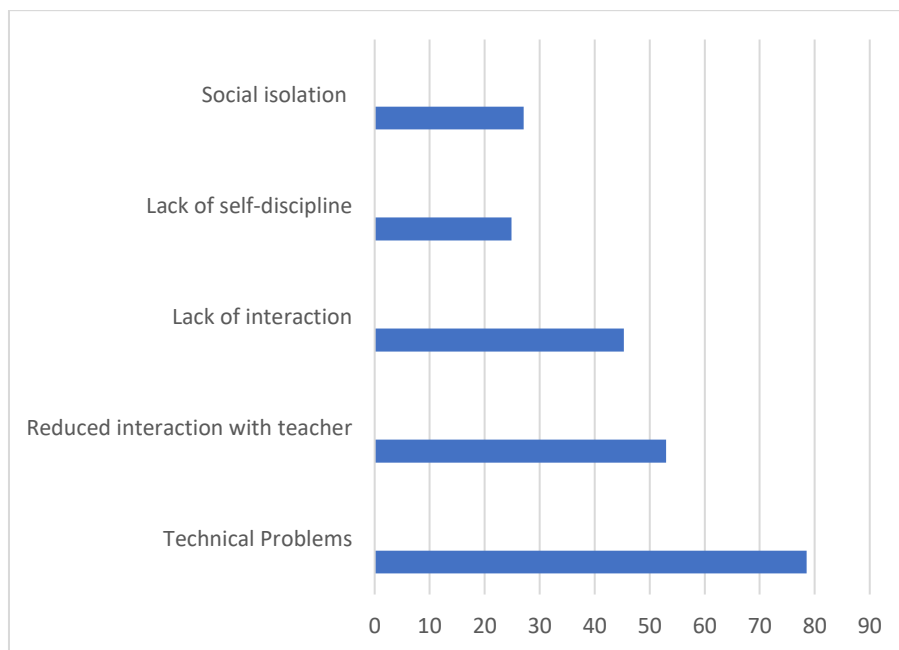
same. (Figure 5).

E-learning being pragmatic and widely accepted platform for education in the current situation, it is necessary to enlighten the advantages of E-learning, 60.8% prefer it as they can stay home in the pandemic, 50.8% are satisfied that they can learn at their own pace, 40.9% can access online materials, 38.1% can have comfortable surroundings and only 16 % respondents are happy with classes interactivity. (Figure 6).

**Fig 5: Student's opinion to doubt asking facility**

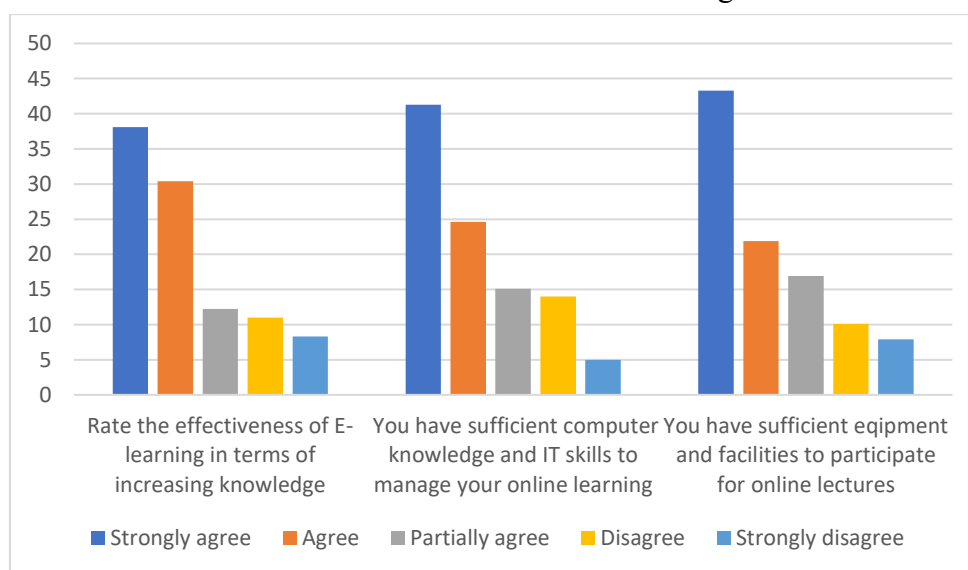
E-learning is not an enduring solution as it comprises several disadvantages. Technical problems are a major hurdle and 78.5% agree with it. 53% don't find E-learning engrossing due to reduced interaction with teacher. 27.1% find social isolation monotonous, 24.9% feel there is a lack of self-discipline. (Figure 7).


**Figure 6: Advantages of E-learning**

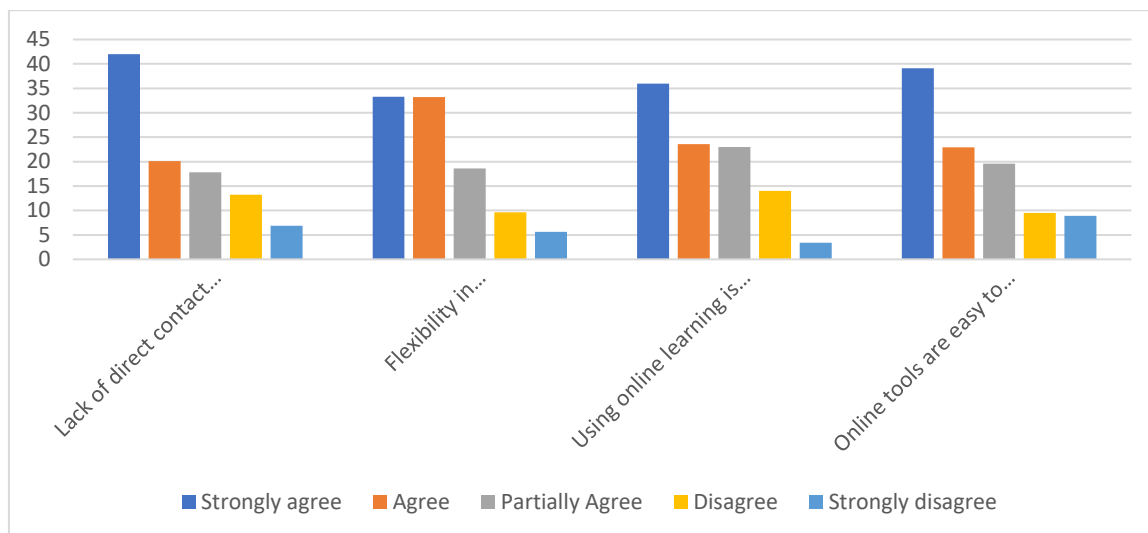


**Figure 7: Disadvantages of E-learning.**

39.1% learners are of the opinion that online tools are easy to use while others find it complex to use. 41.3% learners have sufficient computer knowledge and IT skills while others do not have expertise in IT skills. 43.3% learners have sufficient equipment and facilities while others manage the equipment at the time of lectures. (Figure 8). 73 learners agree there is a lack of direct contact with other students while others feel that it is mandatory to be safe. 133 respondents have reported flexibility in participating for online lectures as they can join for lectures at their convenience however a small fraction don't agree with the same. (Figure 9).

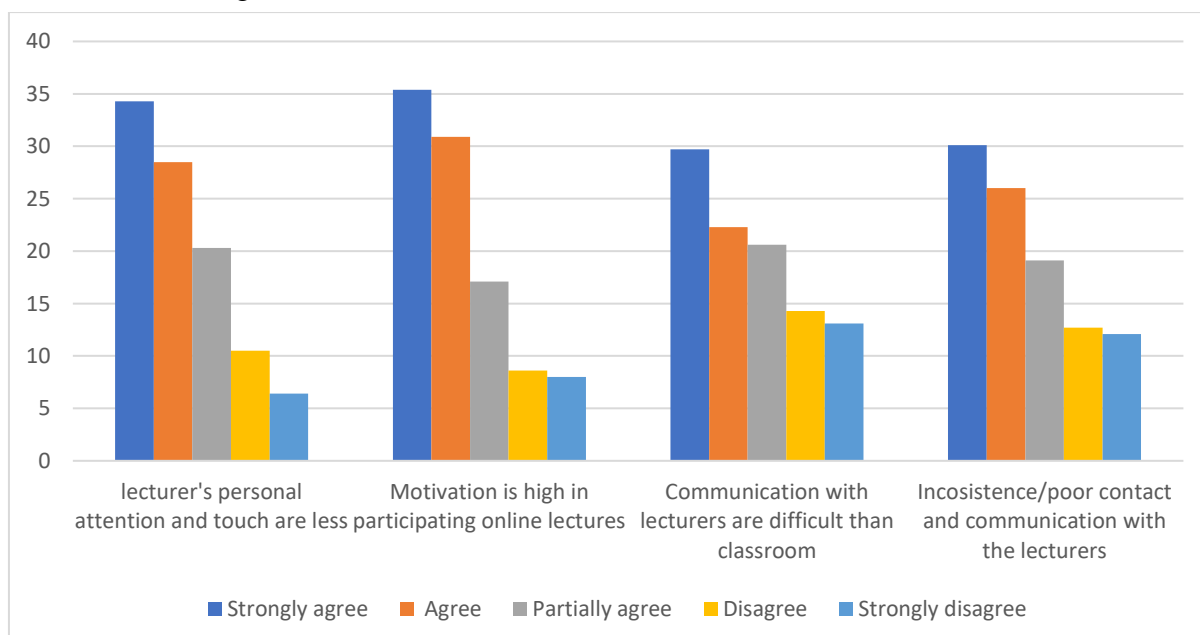


**Figure 8**



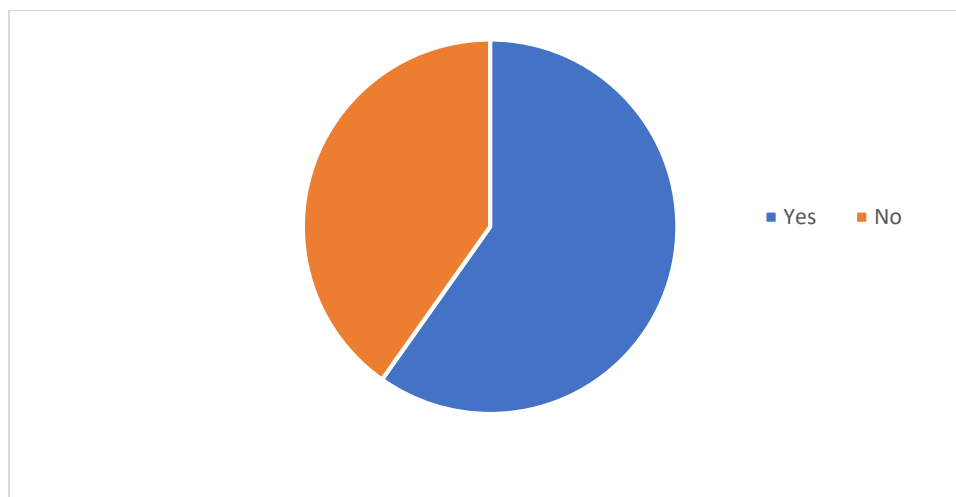
**Figure 9**

116 students feel that they have high motivation in participating in online lectures while others lack the motivation. 111 learners are not happy about the student-teacher interaction during online teaching & learning, 65 learners are happy about the same. 34.3% learners feel that lecturer’s personal attention and touch are less but 65.7% are satisfied. (Figure 10).



**Figure 10**

At the end of the survey question regarding participation for online lectures with conventional lectures after COVID-19 pandemic over 59.8 % said yes but 40.2% are not ready to attend online lectures.



**Figure 11: Student's opinion whether they would like to participate for online lectures with conventional lectures**

## DISCUSSION

Distance education and various E-learning platforms have been a bygone method in education. It has been prevailing as an alternative to classroom learning. Due to the current pandemic, E-learning is no more an alternative but has become mainstream. As suggested by (Shivangi Dhawan, 2020)<sup>1</sup>, online learning has become a necessity. With the ease of accessing multiple courses which can be up taken by a learner, syncing with their comfort, this method is proliferating<sup>2</sup>. Though E-learning has been widely accepted, technology has its limits. It becomes indispensable that we equally magnify the opportunities and obstacles to make the process transformative.

The online survey indicates that the basic tool for taking online lectures, smartphones are more preferred option by learners than laptops, this suggests M-learning (mobile learning) has been widely accepted<sup>3</sup> (Vasiliki Matzavela, 2021) . Internet connectivity is viable for learners, but erratic connectivity becomes a limiting factor for online lectures<sup>4</sup> (Claudiu Coman, 2020). It is also noteworthy from the survey that majority of learners find online learning a good option and are readily acclimatizing, a small fraction finds the current approach arduous and not so affable<sup>5</sup> (T. Muthuprasad et.al.,2021).

Prioritizing safety, learners can access online lectures with minimum exposure to the outdoor contaminated environment, but at the same time students owe a greater responsibility and lack of appropriate digital skills, technical knowledge, lack of interaction, motivation and self-discipline can become a stumbling block<sup>6</sup> (Md. Al-Amin,2021).

E-learning courses can be made utilitarian as learners can have access to unceasing online resources which can be thoroughly compiled by the instructor for an in-depth knowledge. However, E-learning sessions are one-to-one interaction deficient and cannot always promise an open communication channel. Though the

students can approach the instructor for queries, many learners feel that the lagging classroom environment is a void that the E-learning cannot fill up. In all the circumstances self-motivation of the learner becomes crucial in deciding the effectiveness of a lecture<sup>7</sup> (M. Samir Abou El-Seoud, 2014).

A concept can be well understood when done practically and hands-on experience can enhance the theoretical understanding of learner. Lack of practical knowledge can be a constrain for the learner<sup>8</sup> (Means, 2020).

As biased, it may seem, but E-learning sessions are a collaborative effort of instructor and learner. Teaching methodologies needs to be revamped and the instructor should overcome the challenges for an enthralling and lucid outcome<sup>9</sup> (Loknath Mishra,2020).

## CONCLUSION

Modern humans are one of the most social species of all mammals. The ability to communicate and interact effectively is one of the greatest human treasures. A classroom or a workplace is a paradigm of such interplay. The unanticipated transpose in the education practices is being gradually gripped by the masses. E-learning strikes down and compromises with the interpersonal ways of imparting knowledge due to which the participants don't always feel engrossed. Moreover, with the technical challenges, online classes abort the interactive environ of a traditional classroom which can affect the learner.

Education is one such sector which needs extra efforts to make it attainable to participants from various socioeconomic backgrounds. The challenges and hurdles of each participant needs to be addressed to ensure a smooth going coursework. E- Learning can be an ephemeral approach but cannot briskly replace the traditional schooling methods.

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