



## **ONLINE TEACHING AND LEARNING PROCESS: EXPERIENCES, FELT PROBLEMS AND SUGGESTIONS: A SURVEY**

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### **ABSTRACT**

*This research is conducted by using a qualitative content analysis approach. The content is received by conducting interviews on phone calls and WhatsApp Chat. The purpose of the research is to study online teaching experiences, problems faced and remedies suggested by the teachers engaged in the online system of teaching. The findings of the case study research are helpful to know about the paradigm shift in the teaching-learning process. In the COVID-19 pandemic situation, online teaching-learning is playing a very important role. The technology is ready to support and the proper training can help teachers and students to adjust with the situation.*

#### **1.Objectives:**

- 1.1.1** To study online teaching experiences and felt problems by teachers.
- 1.1.2** To know remedial aspects suggested by the teachers engaged in the online system of teaching.
- 1.1.3** To study online learning experiences, felt problems and suggestions for quality teaching-learning by the students.

#### **2.Research Design:**

**2.1 Method:** Survey and Interview (Online Technique).

**2.2 Population:** Teachers and students engaged in online teaching and learning process from the selected colleges.

**2.3 Area of Survey:**

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Area of survey comprises: various senior colleges, technical colleges, schools in Nanded, Latur, Solapur, Pune districts (Maharashtra). It also includes rural area of Nanded district.

#### 2.4 Sample:

**35 Teachers:** The sample contains teachers teaching to senior (Arts/ Commerce, Science and Technical) college as well as junior college. The selection done is as below-

1. Five male teachers and five female teachers who are colleagues from Science College, Nanded teaching to UG and PG Classes
2. Ten Lady teachers, teaching in Yeshwant College. Nanded
3. Five male teachers from Vasant Rao Naik College, Nanded
4. Five teachers are from D. Y. Patil Engineering College, Akurdi, Pune, S.G.G.S. Engineering College, Nanded and Modern College of Engineering, Pune.
5. Five male teachers from Dayanand College, Latur, out of that one is (BOS, Swami Ramanand Teerth Marathwada University, Nanded)

#### 100 Students:

1. sample of 100 students is selected out of B.Sc. and M.Sc. students from Science College, Nanded  
(Technique of sampling is incidental)

**2.5 Tool:** Interview on phone, What's up groups and individual chatting

**2.6 Analysis process:** Qualitative Content Analysis

**2.7 Results of study:**

#### Section-A

##### Teaching Process:

This section covers the following results from the collected information given by the teachers. (i) **Experience of Online Teaching**

- a. The Online Teaching process is a MUST thing with an off-line teaching mode.
- b. The Online Teaching process is an effective and viable alternative for the traditional teaching-learning process during critical pandemic times.
- c. New technological skills are learned in the Online-Teaching process.
- d. The students are mature enough to pay full attention to the Virtual Online Teaching process.
- e. The students are fast learners who attend the class after completing their homework completely.

- f. Initially, it was difficult but now the teacher is enjoying online teaching.
- g. With online teaching, we are completing the syllabus but we are unable to explain the topic in detail

## (ii) Felt Problems in Online Teaching Process

- a. Informal interaction between teacher and students has been lost.
- b. It causes anxiety and fear of technology.
- c. It is not effective for students.
- d. Internet connectivity problems and the unavailability of the required technology create an issue.
- e. Attendance is poor.
- f. It is difficult to know whether the students are getting 100 percent out of delivered knowledge.
- g. Poor attention of students.
- h. Disturbances of noise from microphones.
- i. Only near about 40 percent of the students have Android mobiles and internet facilities.
- j. Impossible to get control of the class as students can engage in chatting
- k. Technical errors while teaching is disturbing the online classes.
- l. Teachers are not habituated to online teaching.
- m. Creating e-material requires time.
- n. It will minimize the use and scope of the traditional way of teaching.
- o. A good teacher who doesn't know how to use technology can lose the confidence.

## (iii) Suggestions for Quality Improvement.

- a. Host Institutions should provide ICT help and other facilities to the teacher.
- b. The process should be supervised by the institution regularly.
- c. Proper training and technical tools are required.
- d. Remedial sessions should be conducted frequently to solve every individual's problems.
- e. Video of lectures followed by MCQ test and question and answer session is a better option than online classes on Zoom etc.
- f. Recording of lectures to improve performance can be done.
- g. The student-teacher ratio must be 1:12
- h. Online teaching could be a supplement, not the main course.
- i. The online teaching is superficial not with the subject depth.
- j. The major problem is with poor students and students living in rural area

## Section-B.

### Learning Process

Results of information collected from students.

#### (i) Experience of the Online Teaching-learning Process

- a. Nice experience as no botheration of teacher's discipline.
- b. Students can freely interact with our teachers.
- c. Online learning is a boon for students in the period of a pandemic.
- d. Experience of online learning is quite favourable for students as they can study according to their pace.
- e. Online learning saves time and energy, it is convenient for students

Missing friends, college activities and informal interaction with the teacher

#### (ii) Felt Problems in the Online Learning Process

- a. Poor network connection hampers learning.
- b. Students who are poor cannot attend classes as they don't have android mobile and net facilities.
- c. Students of rural areas cannot get access to the net so cannot properly participate in learning.
- d. Not affordable to poor and middle class also as a number of children are more in a family.
- e. The screens are small so it causes eye problems. It made learning sedentary.
- f. Lack of motivation by classroom environment.
- g. Continuous classes create boredom.
- h. While getting jobs Online learning methods can create doubts about students' quality in the minds of employer.
- i. Students missing friends, play-ground, sharing tiffin, the national anthem

#### (iii) Suggestions for Quality Improvement

- a. The video should be saved.
- b. There should be a break of 10 minutes after every lecture.
- c. The student-teacher ratio should be 1:20.
- d. A proper check of college with continuous evaluation is required.
- e. Assignments should be given on each topic and tests should be conducted.
- f. The traditional method of teaching should be updated with the technology and it should not be replaced totally by the online teaching-learning process.

### 3. Conclusion:

- a. The online teaching-learning process is in need of time but it cannot replace the offline teaching-learning process. These two processes should go hand in hand.
- b. Basically, we are not mentally prepared for online teaching, teaching content is different from the content developed for online delivery, it is a professional skill. It requires practice and more time.
- c. Training is needed for the development of content for online teaching
- d. Poor and rural students cannot properly participate in the online teaching-learning method.
- e. Student -teacher ratio should be 1:20.
- f. Instead of conducting classes on zoom or google meet, videos can be provided which can be followed by MCQ Test on each video, it will be more effective.
- g. It will create health issues in students and teachers by causing stress.

### 4. Limitations:

- a. This research study was conducted with limited questions as follows:
  1. What is your experience of the online teaching process?
  2. Which problems you have been facing in the online teaching process?
  3. Please give your suggestions and remedies for quality work in the online teaching process?
- b. Students could not give a variety of answers so repetition was there in answering.

### 5. Future Direction:

1. Research can be carried to study the experience of online teaching-learning of English language and literature.

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