# A Student's Perception Towards Online and Offline Classes During This Covid-19 Pandemic

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*Abstract -* **Change is the only thing that remain constant. In March 2020, covid 19 is declared as the global pandemic and affect all lives, process, systems adversely. Pandemic has created lots of changes in all the sectors. This is especially true in the case of education sector. Due to advancement of technology many changes have taken place in education sector. The concept of e-learning was introduced but not been made as compulsion. But in this pandemic due to shut down of schools & colleges as there are no possibility for physical classes. Online classes in digital platforms have been chosen to avoid disruption in studies for students. Mobile phones & internet becomes a basic need in every student's life due to this online mode of education. Adaptability to online learning scenario is a great task. Therefore, a study has attempted to understand the student's perception towards online and offline classes. Students who experienced both online & offline classes have been chosen for the purpose of study. Questionnaires were circulated through google forms to collect the data form the students.**

*Index Terms -* **Education, Student's perception, Covid-19 pandemic, online & offline classes.**

## INTRODUCTION

Today education is a fundamental tool to rise in all aspects of life, social, economic, political, psychological, and behavioral activities. Education for the student may either taken up traditionally in a classroom or online. All these years students were used to attend the classes which had face to face interaction with the teachers. But, at present the world is reeling from the covid-19 pandemic situation. During this unprecedented time when countrywide lockdowns were strongly being imposed by various national government world over, the only option left for education sector was switched to hold classes for student by taking assistance from technology i.e to resort to online teaching method. Students was attending the classes through online with the help of various meet applications such as google Meet, Zoom, Webex & Microsoft team, etc., This research is based on primary data which are collected by circulating questionnaires among the students through google form. The questionnaires were created to take survey among the students who experienced both the online & offline classes. This study aims to analysis the student perception towards online & offline classes and to understand the most effective method of online teaching.

## REVIEW OF LITERATURE

Dr.Subash Chand et.al. , the study has attempted to analysis and understand the people's perception about the online and offline learning process. The study is based on the primary data which collected from the people of different part of Rajasthan and Haryana by well questionnaire which were given to them. Suitable statistical methods used as percentage, bar and pie diagram are used to depict the data. Students prefer offline class but because of pandemic of covid 19 they have shifted to online mode of learning. In India, technology is beyond the reach of the villagers. According to them, PowerPoint presentation and group discussion are most effective mode of teaching; zoom & Google Meet platforms are effective way of delivering education than any other mode. Most of them admitted that students taking online class facing health problem. They feel that online classes are better replacement in this pandemic. According to the study online class is emerged as a light emitting diode in this lockdown period and indicates that even in this technology driven world majority of student are in

favour of offline class teaching. Online delivery of education is a virtue out of necessity in this pandemic. Dr.Venugopal Narsingoju , the study has attempted to compare the effectiveness of online & offline learning outcomes. The study is based on the primary data which collected by conducting the survey via google forms. Various parameters are evaluated & responses collected based on the queries raised. The reports available from the responses collected from more than 500 students. Most of the respondents (95.7%) belonging to 16-20 age group. Maximum students (70.9%) are using mobile phones and (23.3%) students only using laptops to attend the online classes. It's been nearly a year for online classes and studies but students are unable to develop their interest in the online classes. Internet is now the one more basic need which has added into our life for this online education. Maximum students wanted the offline classes to avoid various issues in terms of understanding, practical knowledge, demonstration, to have a proper completion of assignments, to enhance health, to solve more doubts etc., traditional teaching has been replaced by virtual or online classes but there are no substitutes for teachers and classrooms. Physical classroom teaching is more useful for student to have overall developments.

Ranu Rawat et.al. , the study was conducted to compare the perspectives of medical students regrading traditional and online teaching-learning. The study was conducted on 3rd year MBBS students of Adesh Medical college & hospital, Shahabad(M), Kurukshetra using a self-designed semi-structured questionnaire for data collection. SPSS version 21 was used to analyze the data. The percentage and the number of participants were presented for categorical variables and comparisons were made. The association between the perception variable and gender of the participants was assessed using chi-square test. P value is < 0.05/0.01 was considered as statistically significant /highly significant. The result of the study was higher proportion of students agreed that online teaching as compared to traditional teaching was more – convenient; cost-effective; time consumer; tiring; prone to distractions; provides learning and retention. On the other hand, higher proportion of student disagreed that online teaching as compared to traditional teaching was more – interesting; motivating; satisfying and provides for more

understanding. A significant association was deducted between a few crucial variable and gender of students. Dr.Harish B.Bapat et.al. , the study has attempted to measure and compare the perception of students for online and offline mode of management education. SERVQUAL is a multidimensional research instrument designed to measure service quality by capturing respondents' expectation & perceptions along five dimensions of service quality. This instrument is used in the study. There are five dimensions of SERVQUAL. They are tangibility, reliability, responsiveness, assurance & empathy. They conduct a poll to collect the data. Statistical tools are used to analyze the data. The researcher has discovered that offline classes leads online classes on Tangibility (1.9229>1.5029), Responsiveness (2.28007>1.4257), Reliability(2.5427>1.9971), Assurance (2.3514>1.6829) and Empathy (2.3971>1.8000). Online classes on Cost (2.2400>1.5343) and Accessibility(2.3914>1.4171).

Ms.R.Nithya et.al. , the study has attempted to compare the perception of faculty over online & offline mode of teaching and to analyze the impact of demographic variable on faculty's perception about online teaching. Convenience sampling method is used for the collection of data. These data are collected from 139 faculty members of Shri ShankalalSundrbaiShasan Jain College for Women. Mean & independent t-test are the tools used for analysis. The result of the study was faculty members felt comfortable to teach in offline mode of class, as they could have interaction with their students and also be able to know their level of involvement into the classes. They feel online mode of teaching requires extra efforts & time for class preparation and also difficult for them to conduct extra-curricular activities. Faculty's perception regarding online classes remains the same irrespective of the demographic group they belong to. This shows that inspite of the difficulties faced, faculty members are adapting to this new mode of teaching and conducting classes successfully to avoid interference in the student's career.

D.A.Akuratiya et.al. , the study attempted to understand the student's perception of online learning during COVID-19 pandemic. The study is based on the primary data which was collected from the IT students of Advanced Technological Institute (ATIs)-Dehiwala operates under the Sri Lanka Institute of Advanced Technological Education (SLIATE) by

distributing the questionnaire using google forms. 130 students participated in the study. Among the respondents 76% of students prefer mobile device for e-learning. 83.6% of students mostly preferred zoom to conduct online lectures and balance students preferred google meet & google classroom. 62.5% reported having little or no online teaching or learning before the pandemic. Survey provides strong support for online learning. ATIs IT students are willing to accept their course via online mode. Whereas, whole world turned into alternative teaching-learning methods to continues education under lockdown situation. Under such situation students perceive online learning as safer & comfortable. The study demonstrates a favorable perception on online learning during COVID-19 pandemic among the students.

## OBJECTIVE

The main objectives of this study are;
1. To find the student's preference either online or offline mode of learning.
2. To understand the most effective method of online teaching.
3. To analysis the satisfaction of students over online & traditional mode of learning.

## SCOPE

The main scope of the study is to find the students preference either online nor offline mode of learning and to understand the most effective method and different suitable online method of delivering education at the door steps of the students of different age groups and levels. Furthermore, the study provides an Opportunities to the teachers and education system to understand how the students feel about the online classes and their preference of learning (online or offline) during this pandemic.

## RESEARCH METHODOLOGY

- Data Collection: Primary data were collected with the help of well-structured questionnaire through google form.
- Sampling Design: Convenience sampling was used for collecting the responses from the students who experienced both online & offline classes.

- Sampling Size: 218 students
- Questionnaire Structure and Design: The questionnaire consist of II Sections. Section I deals with the demographic profile and Section II deals with questionnaires related to analysis the perception of students over online & offline classes.
- Statistical Analysis: The collected primary data were statistically analyzed using statistical tools like percentage analysis and statistical graphics like Pie chart & bar diagram.

## DATA ANALYSIS & INTERPRETATIONS

The process of statistically evaluating the primary data and determining the result are explained in this section. The primary data collected with the help of the well-structured questionnaires was taken up for the statistical analysis of the study.

## 1. FRENQUENCY ANALYSIS

The distribution of respondents based on their Gender, Age and Education Qualification was evaluated and results are portraited in the following table;

Table:1 – Frequency Table Representing the Demographic Profile of the Respondents

| Demographic variables | Categories | Frequencies | Percentage |
|---|---|---|---|
| Gender | Male | 85 | 39 |
| | Female | 133 | 61 |
| | Total | 218 | 100 |
| Age group (in years) | Below 18 | 12 | 5.50 |
| | 18–25 | 204 | 93.6 |
| | 25–30 | 2 | 0.90 |
| | Total | 218 | 100 |
| Educational qualification | School | 11 | 5.04 |
| | UG | 196 | 89.91 |
| | PG | 11 | 5.05 |
| | Total | 218 | 100 |

Source: primary data

The frequency analysis reveals the demographic profile distribution of the students who experienced both online & offline classes. Majority – 61% respondents are female. In age wise classification majority- 93.6% respondents are in the age group of 18–25 years. 5.05% of respondents are post graduates & 89.91% of respondents are under graduates.

## 2. PERCENTAGE ANALYSIS

Table:2 – Perception of the Students regarding Online classes & Traditional classes

| Variables | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Online classes provide better guidance than traditional classes | 13(6%) | 44(20.2%) | 77(35.3%) | 51(23.4%) | 33(15.1%) |
| Online classes developed better understanding between teachers & students than traditional classes | 16(7.3%) | 43(19.7%) | 72(33%) | 57(26.1%) | 30(13.8%) |
| Online classes find difficulty in practical implementation of technical study than traditional classes | 51(23.4%) | 89(40.8%) | 59(27.1%) | 15(6.9%) | 4(1.8%) |
| During covid-19 online classes are the better replacement of classroom | 38(17.4%) | 77(35.3%) | 65(29.8%) | 25(11.5%) | 13(6%) |
| Online classes provide more convenience and more understanding than traditional classes | 15(6.9%) | 51(23.4%) | 70(32.1%) | 54(24.8%) | 28(12.8%) |
| Online classes increase the utilization of online resources like e-book, digital library | 33(15.1%) | 89(40.8%) | 71(32.6%) | 17(7.8%) | 8(3.7%) |
| Online classes are more cost effective than traditional classes | 35(16.1%) | 60(27.5%) | 76(34.9%) | 31(14.2%) | 16(7.3%) |
| Time flexibility in online classes is higher than traditional classes | 39(17.9%) | 75(34.4%) | 68(31.2%) | 27(12.4%) | 9(4.1%) |
| Online class shows high pass percentage than traditional classes | 58(26.6%) | 83(38.1%) | 59(27.1%) | 14(6.4%) | 4(1.8%) |
| Online classers highly reduced the interaction with friends & teachers | 87(39.9%) | 69(31.7%) | 40(18.3%) | 16(7.3%) | 5(2.3%) |
| Employment Opportunities are highly reduced due to this online learning | 96(44%) | 69(31.7%) | 36(16.5%) | 13(6%) | 4(1.8%) |
| Online classes is not more tiring than traditional classes | 26(11.9%) | 81(37.2%) | 74(33.9%) | 29(13.3%) | 8(3.7%) |
| Online classes greatly affect the On-campus drives | 53(24.3%) | 86(39.4%) | 60(27.5%) | 16(7.3%) | 3(1.4%) |

Source: primary data

Table 2 shows that a higher proportion of students agreed that online classes as compared to traditional classes was more difficulties in practical implementation of technical study (72.2% > 8.7%), Better replacement during covid-19 pandemic (52.7% > 17.5%), increasing the utilization of online resources (like e-books) (55.9% > 11.5%), most cost effective (38.6% > 21.5%), higher time flexibility (52.3% > 16.5%), high pass percentage (64.7% > 8.2%), reduced interaction with friends & teachers (71.6% > 9.6%), highly reduced employment opportunities (75.7% > 7.8%), not more tiring (49.1% > 17%) and greatly affect the on-campus drives (63.7% > 8.7%). On other hand, a higher proportion of students disagreed that online classes as compared to traditional classes was better guidance (38.5% > 26.2%), better understanding between teacher & student (39.9% > 27%) and more convenience & understanding (37.6% > 30.3%).

3. STATISTICAL GRAPHICS ANLAYSIS

The primary data which are collected form the students who experience both online & offline classes through well-structured questionnaire. These data are evaluated and results are portraited in the following statistical graphics like pie diagram & bar chart.
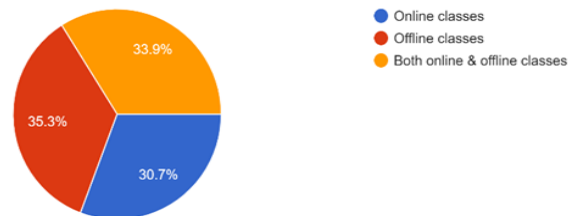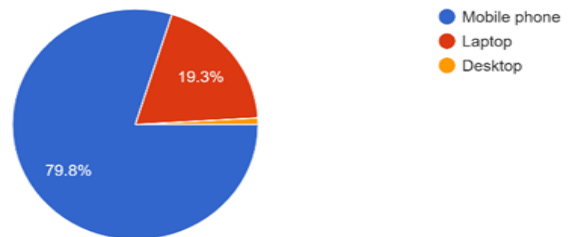


Diagram 3.1 – Student's preference



Diagram 3.2 – device availability/us

From the diagram 3.1, Majority of students prefer offline classes (35.3%) and 33.9% of students prefer both online & offline classes.

From the diagram 3.2, Majority (79.8%) of students was using mobile phone and 19.3% of students using laptop and very few (0.9%) students using desktop for attending their online classes.
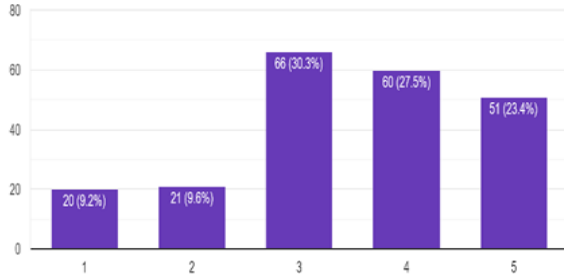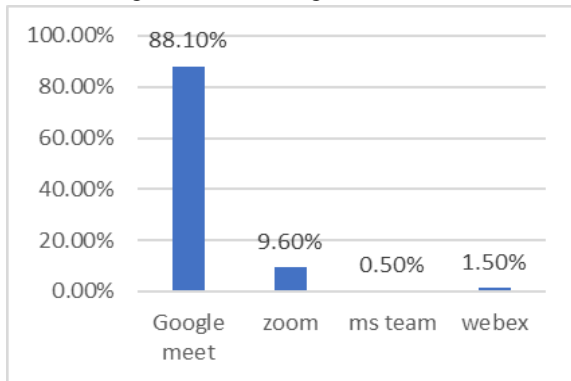


Diagram 3.3 – Rating of Online class



Diagram 3.4 – Preferable App

From the diagram 3.3, Majority (30.3%) of students provide average rate (3 out of 5) for the online classes and 23.4% students highly satisfied with online classes. so, they gave (5 out of 5) rating.

From the diagram 3.4, Majority of student (88.1%) feel that google meet is most preferable app for attending online classes and other students feel that zoom, webex, Microsoft teams are preferable app for attending online classe
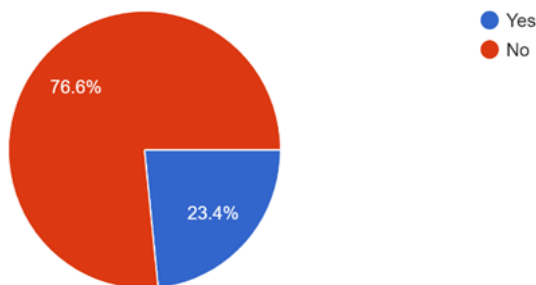


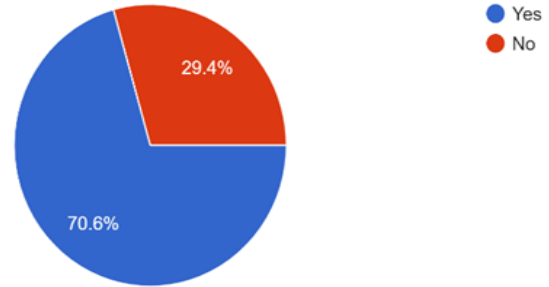Diagram 3.5 – Learning capacity affected



Diagram 3.6 – Online learning experience before covid-19 pandemic.

From diagram 3.5, Majority of respondents (70.6%) accepted that learning capacity of students affected due to online classes because of covid-19 pandemic.

From diagram 3.6, Majority of respondents (76.6%) having zero experience of online classes before covid-19 pandemic.
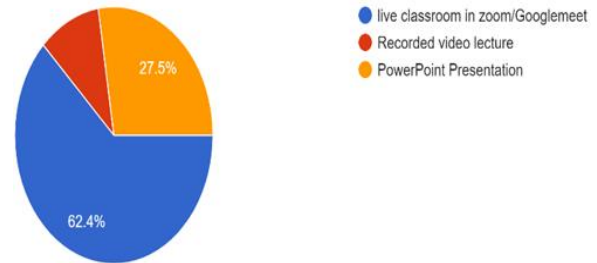


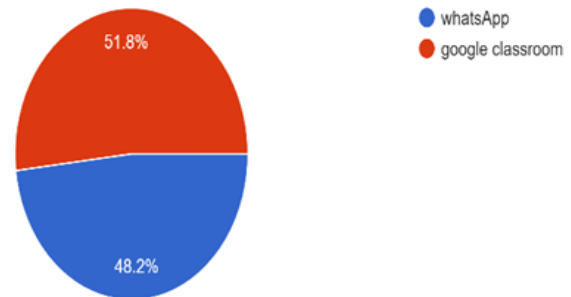Diagram 3.7 – Preferable mode for online class



Diagram 3.8 – Effective way to share the online class notes

From the Diagram 3.7, Majority of student (62.4%) prefers a live classroom in Zoom/Google Meet for online classes and 27.5% student feel recorded video lecture is a preferable mode for online classes.

From the Diagram 3.8, Majority of students (51.8%) prefers to google classroom & 48.2% students feels WhatsApp is the most effective way to share the online classes notes.
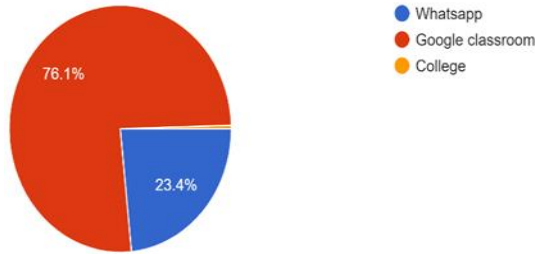
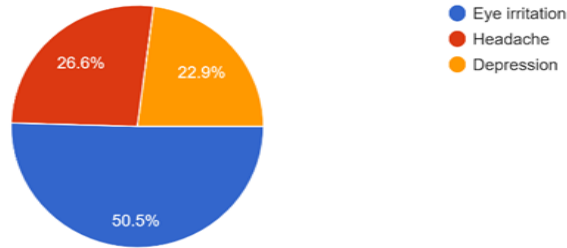Diagram 3.9 – Effective way of getting & Submission of assignment



Diagram 3.10 – Perception of Health Problems

From the diagram 3.9, Majority (76.1%) of students prefers google classroom as most effective way of getting and submit the assignments. On other hand, 23.4% students prefers WhatsApp as effective way.

From the diagram 3.10 deals with students perspective of health problems due to Online classes was Eye irritation (50.5%), Headache (26.6%) & Depression (22.9%). Most of the respondents was feel that eye irritation because of online classes increasing the screening time.

MAJOR FINDINGS

The result of this study depict that majority of the Respondents are female. Most of them are in the age of Young Adults (18-25). The students prefer to offline classes always rather than attending classes in Online. Majority (79.8%) of the students prefer Mobilephones to attend their online classes as it is very compatible for them. Google Meet is a preferable app and Live classroom in meet/zoom is a preferable mode for the online classes. Google classroom is an effective way for getting & submission of Notes & Assignments. Most of them (50.5%) are affected by the Eye irritation due to online classes. Most of the students (76.6%) have zero experience of online learning before covid-19 pandemic. Majority of Students agreed that online classes were increased - the pass percentage; ulitilization of online resources; time flexibility and decreased – the interaction with friends & teachers; employment opportunities; affect

the On-campus drives; difficulty in practical implementation. Student perception & preference was Online classes is an better replacement of traditional classes during this covid-19 pandemic.

CONCLUSION

According to this Study, it is concluded that, students felt comfortable to learn in offline mode of class, as they could have interaction with their teachers and also be able to give 100% of involvement into the class without any interception like network issues, unsuitable surrounding, etc., In classroom teaching learner enjoys reading of books in library, does practical in Labs and other peer group discussion which is hardly available using online tools. This study also indicates that even in this technology driven world, Maximum students who wants offline classes to avoid various issues in terms of understanding, practical knowledge, to enhance health, etc., In physical classroom learning is more useful for students to have overall development. This shows that inspite of the difficulties faced, students are adapting to this new mode of learning and attending classes successfully to avoid interference in their career. Students felt that online classes are the better replacement of traditional classroom during this covid-19 pandemic. Online delivery of education is a virtue out of necessity in this pandemic.

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