# A STUDY ON THE PROBLEMS OF ONLINE CLASSES OF UNDERGRADUATE LEVEL STUDENTS IN THE COVID-19 SITUATION IN SOUTH 24 PARGANAS DISTRICT

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## ABSTRACT:

The subject of our research is the problems of online classes of undergraduate level students in the COVID-19 situation in South 24 Parganas district. The three objectives we have studied are - to find out online class related problems of the Undergraduate level students in the COVID-19 situation, to find out how much the Undergraduate level students are aware of their online education in the COVID-19 situation, to know how the environment of the Undergraduate level student is conducive to their online education. The results we obtained through the pre-structured interview, participant observation and field survey techniques are -Lack of suitable environment for online classes, Internet problems, Problems with students' devices, Lack of well-trained teachers to teach online classes, Deterioration of positive teacher-student relationship, Problems of teacher-student interaction, Psychological problems of students towards online classes, Students' time management problems for online classes, Various problems related to students' education during online classes, Lack of board work and materials in online classes, Lack of acceptance of students towards online classes etc. The study has been conducted on the student of Fakir Chand college, Budge Budge College, Mograhat College, Vidyanagar college, Vivekananda college, Gour Mahan Sachin Mandal Mahavidyalay of south 24 Parganas district. The qualitative research method has been used for the study. This study reveals that at the undergraduate level, there are both positive and negative aspects of studying an online class, but by correcting the negative aspects or problems and making it better in the online class setup, students will be interested in learning and learning will progress very well in this COVID-19 situation.

**Keywords: Online classes, Internet, COVID-19 situation, Undergraduate level.**

# INTRODUCTION:

*"Online learning is rapidly becoming one of the most cost-effective ways to educate the world's rapidly expanding workforce."* - Jack Messman, former CEO at Novell, Cambridge Technology Partners.

The sudden outbreak of a deadly disease called the COVID-19 (SARS-CoV-2) virus has shaken the whole world. The World Health Organization has declared it a global pandemic on the 11th of March 2020. In this situation, the government of all affected countries declared a full lockdown and as a result, all institutions, as well as educational institutions, were closed down. The pandemic caused schools, colleges and universities across the globe to shut down their campuses so that students could follow social distancing measures (Toquero, 2020). In responding to the COVID-19 outbreak, education was facing an unprecedented challenge. But because nobody knows when this pandemic will disappear fully, educational institutions across the globe decided to use the already available technical resources to create online learning material for students of all academic fields (Kaur, 2020). These circumstances make us realize that scenario planning is an urgent need for academic institutions (Rieley, 2020). To keep up with this situation, we have to rely on online education instead of the traditional face-to-face education system. School, College & University all the educational institutions continues to conduct classes and examinations online. However, there are advantages to online education as well as various obstacles. Many teachers and students are not familiar with this online education system and they are facing some problems. It is also having an impact on education.

# OBJECTIVES OF THE STUDY:

The objectives of the present study are:

1. To find out online class related problems of Undergraduate level students in the COVID-19 situation.
2. To find out how much the Undergraduate level students are aware of their online education in the COVID-19 situation.
3. To know how the environment of the Undergraduate level student is conducive to their online education.

# OPERATIONAL DEFINITION:

**ONLINE CLASSES:** Online class refers to when both the teacher and the student use the Internet to do the work of the classroom online through multimedia. Where teachers and students have not required to be physically present.

**INTERNET:** The Internet is an acronym for Inter-Network that connects computer networks to each other through a special gateway or router. The Internet is the system that creates international information communication systems between computers through hardware and software.

**COVID-19 SITUATION:** COVID-19 situation is a condition in which a deadly virus called corona virus spreads around the world, causing many people to become infected. World Health Organization declared it a global pandemic, Government locked down the whole country to reduce the spread of the virus and closed educational institutions.

**UNDERGRADUATE LEVEL:** Undergraduate level refers to the level at which students of that level study for a bachelor's degree. The level below the master's degree can also be called the undergraduate level.

## SIGNIFICANCE OF THE STUDY:

1. This study can be applied to find out online class related problems of Undergraduate level students in the COVID-19 situation.
2. This study can be applied to find out how much the Undergraduate level students are aware of their online education in the COVID-19 situation.
3. This study can be applied to find out how the environment of the Undergraduate level student is conducive to their online education.
4. This study can be applied to improve the online education setup for Undergraduate level's student.

## DELIMITATION OF THE STUDY:

The major delimitations of the study are:

1. This research is delimited with in the area in the South 24 Parganas district of West Bengal state.
2. This research has been conducted with 116 numbers of samples.

## REVIEW OF RELATED LITERATURE:

1. **Shivangi Dhawan (2020) conducted a research paper on the topic – "Online Learning: A Panacea in the Time of COVID-19 Crisis".** The article includes the importance of online learning and Strengths, Weaknesses, Opportunities, & Challenges (SWOC) analysis of e-learning modes in the time of crisis. This article also put some light on the growth of EdTech Start-ups during the time of pandemic and natural disasters and includes suggestions for academic institutions of how to deal with challenges associated with online learning.

2. **Mäkelä, Tiina; Mehtälä, Saana; Clements, Kati; Seppä, Jenna (2020) conducted a research paper on the topic – "Schools Went Online Over One Weekend: Opportunities and Challenges for Online Education Related to the COVID-19 Crisis".** This study aims to further the understanding of the opportunities and challenges for online education from the perspective of the coronavirus disease (COVID-19) outbreak. The study identified nine opportunities and nine challenges for online education that apply to online education in general and that can be considered when creating strategies for dealing with a crisis situation similar to COVID19.

3. **Muhammad Adnan and Kainat Anwar (2020) conducted a research paper on the topic – "Online learning amid the COVID-19 pandemic: Students' perspectives".** This research study examines the attitudes of Pakistani higher education students towards compulsory digital and distance learning university courses amid Coronavirus (COVID-19). Undergraduate and postgraduate were surveyed to find their perspectives about online education in Pakistan. The findings of the study highlighted that online learning cannot produce desired results in underdeveloped countries like Pakistan, where a vast majority of students are unable to access the internet due to technical as well as monetary issues. The lack of face-to-face interaction with the instructor, response time and absence of traditional classroom socialization were among some other issues highlighted by higher education students.

4. **Anthony G. Picciano (2002) conducted a research project entitled as, "BEYOND STUDENT PERCEPTIONS: ISSUES OF INTERACTION, PRESENCE, AND PERFORMANCE IN AN ONLINE COURSE".** The research literature on Web-based learning supports the assumption that interaction is important for a successful course, yet questions exist regarding the nature and extent of the interaction and its effects on student performance. Much of the research is based on student perceptions of the quality and quantity of their interactions and how much they have learned in an

online course. The purpose of this study is to examine performance in an online course in relationship to student interaction and sense of presence in the course.

# RESEARCH METHODOLOGY:

A brief description of the methodology of the study has been presented below:

**Research design:** Qualitative research method has been used for this study on the problems of online classes of undergraduate level students in the COVID-19 situation in South 24 Parganas district.

**Techniques of data collection:** All the relevant data used in this research paper has been collected from undergraduate level students. Data are collected from respondents by using pre-structured interview, participant observation and field survey. This study is completely based on the primary data.

**Population:** The population of the study is all undergraduate level Students in the South 24 Parganas district.

**Sample:** The total number of the sample is 116 Undergraduate Student.

**Sampling Technique:** We have used Non- Probability Sampling - Purposive Sampling technique.

**Data Analysis:** All the data has been analyzed by qualitative method.

# PROBLEMS OF ONLINE CLASSES OF UNDERGRADUATE LEVEL STUDENTS IN COVID-19 SITUATION IN SOUTH 24 PARGANAS DISTRICT:

❖ **Lack of suitable environment for online classes:**
At the undergraduate level, 48.30% of students lack a conducive environment for online classes. At the undergraduate level, 39.70 % of students do not have a proper internet network at home and 84.50 % of students have difficulty with network problems in online classes.

❖ **Internet problems:**
At the undergraduate level, 44.80% of students do not have proper internet accessories at home. Due to the high cost of the internet, 65.50% of students have difficulty taking online classes.

❖ **Problems with students' devices:**
17.20% of undergraduate students do not have good quality 4G or 5G Smartphone.
69% of students say that other features of the device or other notifications cause distractions during online classes and 50% of students have ever missed an online class due to a lack of charge on the device.

❖ **Lack of well-trained teachers to teach online classes:**
At the undergraduate level, 37.90% of students feel that there is a lack of well-trained or skilled teachers to teach online and 48.30% of students said teachers in their online classes do not teach through any PPT.

❖ **Deterioration of positive teacher-student relationship:**
At the undergraduate level, 67.20% of students feel that online classes are destroying the positive teacher-student relationship.

❖ **Problems of teacher-student interaction:**

At the undergraduate level, 48.30% of students have difficulty in interacting with teachers in online classes and 46.60% of students cannot immediately report their problems to the teacher in the online class.

❖ **Psychological problems of students towards online classes:**

At the undergraduate level, 62.10% of students have problems with distractions in online classes, 77.60% of students find it boring or annoying to take classes online, 79.30% of students lose patience due to long online classes and 69% of students think that study in an online class reduces their learning interest.

❖ **Students' time management problems for online classes:**

43.10% of students at the undergraduate level have difficulty in managing time for online classes, 72.40% of students miss classes because they cannot join online classes at the right time and 48.30% of students have problems with online class routines.

❖ **Various problems related to students' education during online classes:**

At the undergraduate level, 77.60% of students have difficulty in taking practical classes in online mode, 62.10% of students have difficulty of hearing in online classes, 55.20% of students have eye problems as a result of taking online classes, 55.20% of students have difficulty of understanding the subject matter in the online class and 43.10% of students have problems of giving feedback in online classes.

❖ **Lack of board work and materials in online classes:**

At the undergraduate level, 75.90% of students feel lack of board work in online classes and 62.10% of Student has lacks of Educational Materials for studying in the online class.

❖ **Lack of acceptance of students towards online classes:**

At the undergraduate level, 55.20% of students do not find online classes acceptable and 70.70% of students feel that their learning progress is slowing down due to online classes.

# DISCUSSION:

After making an expensive research on the problems of online classes of undergraduate level students in COVID-19 situation in South 24 Parganas district, we have identified some of the main problems such as Lack of suitable environment for online classes, Internet problems, Problems with students' devices, Lack of well-trained teachers to teach online classes, Deterioration of positive teacher-student relationship, Problems of teacher-student interaction, Psychological problems of students towards online classes, Students' time management problems for online classes, Various problems related to students' education during online classes, Lack of board work and materials in online classes, Lack of acceptance of students towards online classes etc. But in addition to all these problems, there are some positive aspects too. 60.30% of students have a proper internet network at home, 79.30% of students take regular online classes, 70.70% of students always join online classes at the right time, 51.70% of students have no problem interacting with teachers in the online class, 56.90% of students have no problems of giving feedback in online classes and 53.40% of students can immediately report their problem to the teacher in the online class.

**The important information that we have got after doing this study is mentioned in the following graphical presentation:**

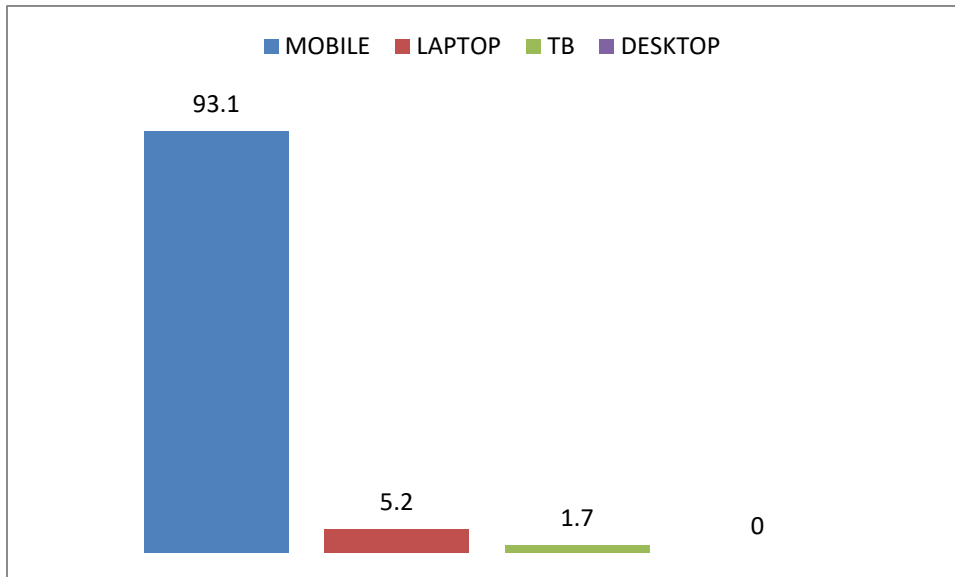Figure 1: Which device do you use to take online classes?



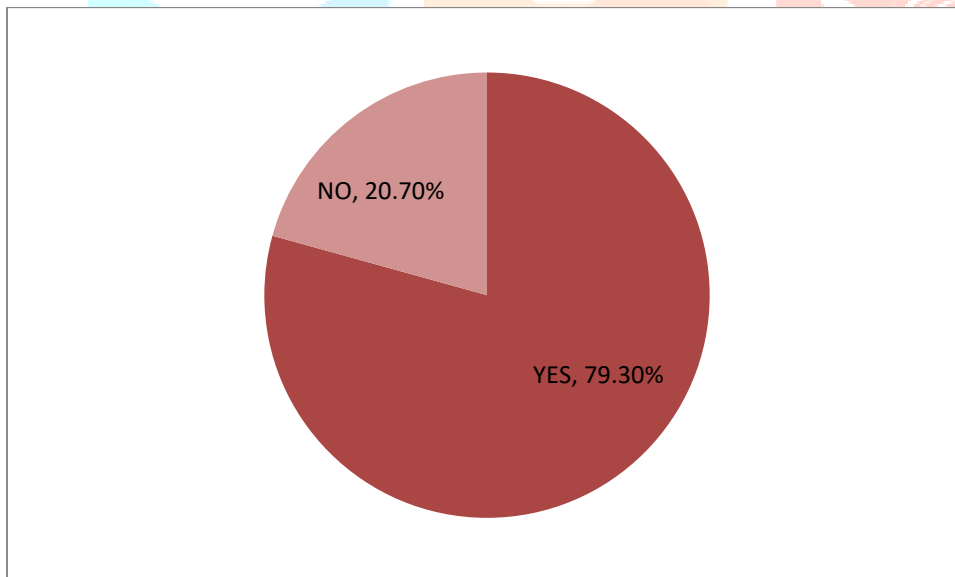Figure 2: Do you take regular online classes?



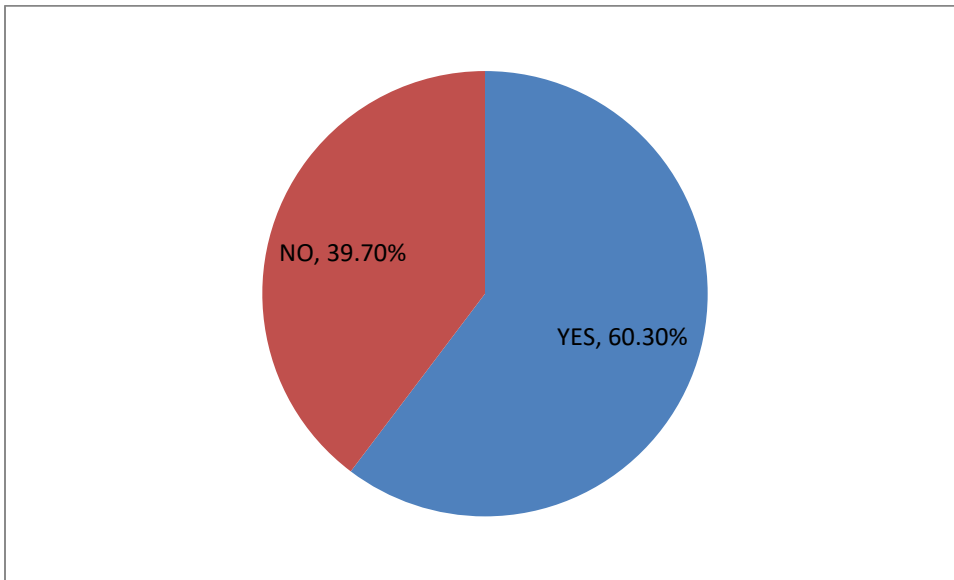Figure 3: Does your home have a proper internet network?

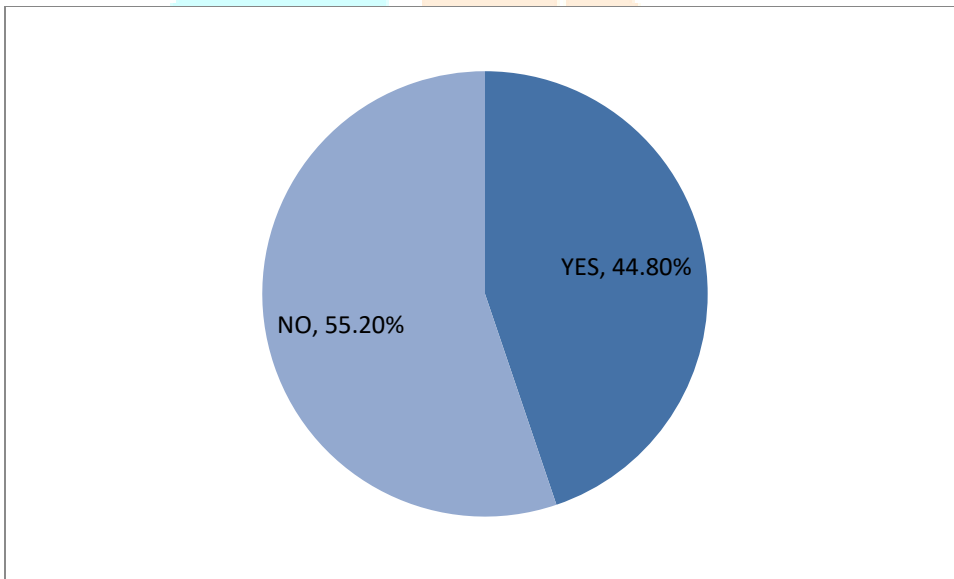Figure 4: Do you think online classes are acceptable for undergraduate students?



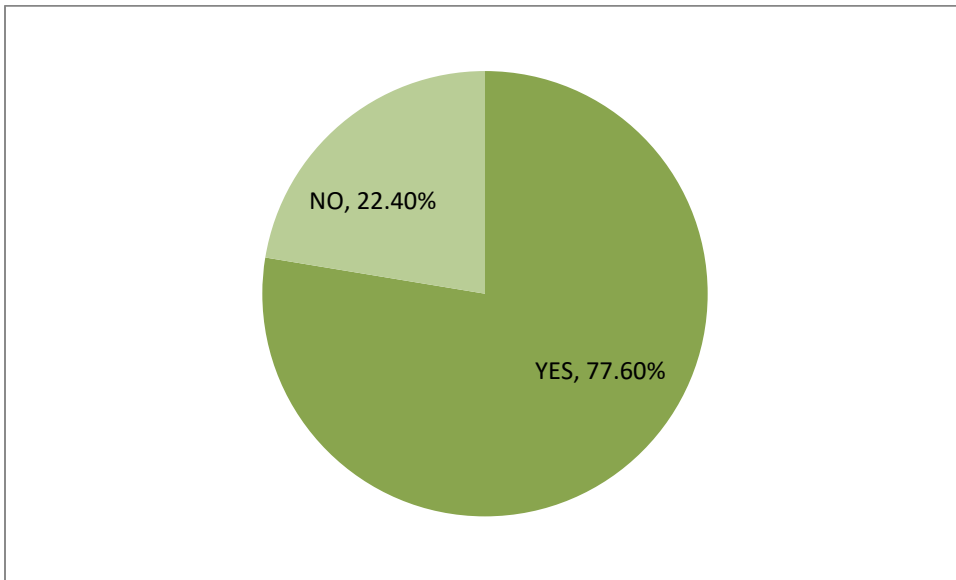Figure 5: Do you have any problem in doing practical classes in online mode?

Figure 6: Do you have any problems interacting with teachers in online mode?
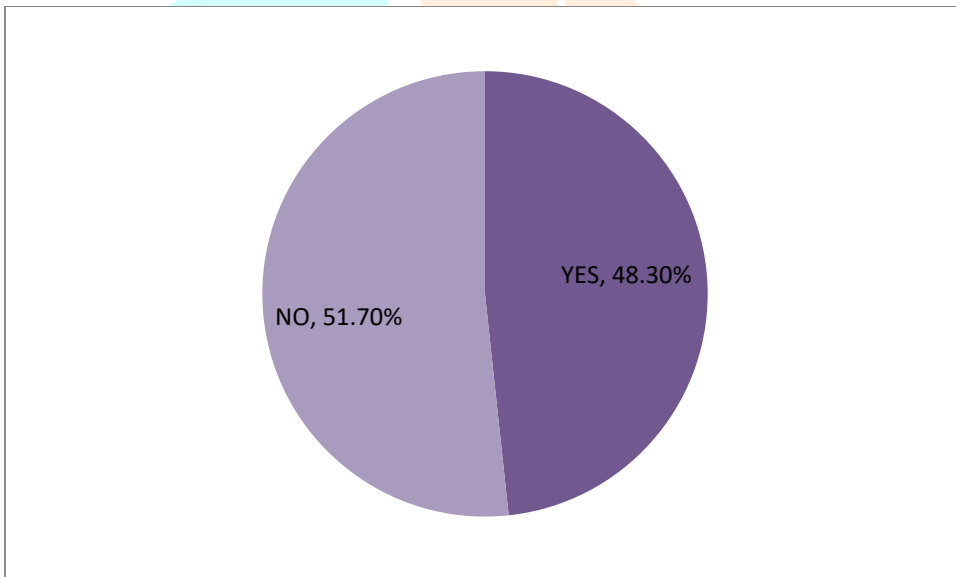


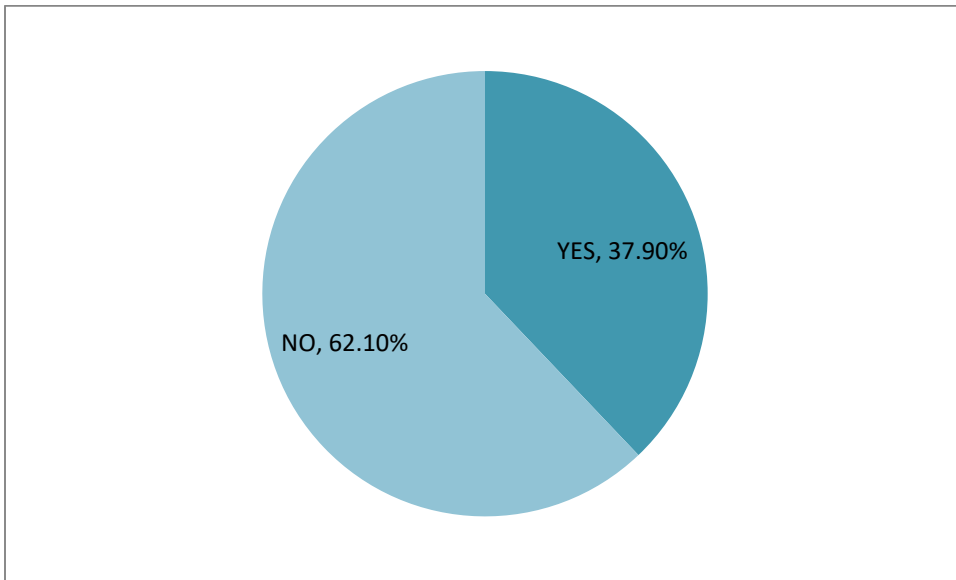Figure 7: Can you concentrate properly in the online class?

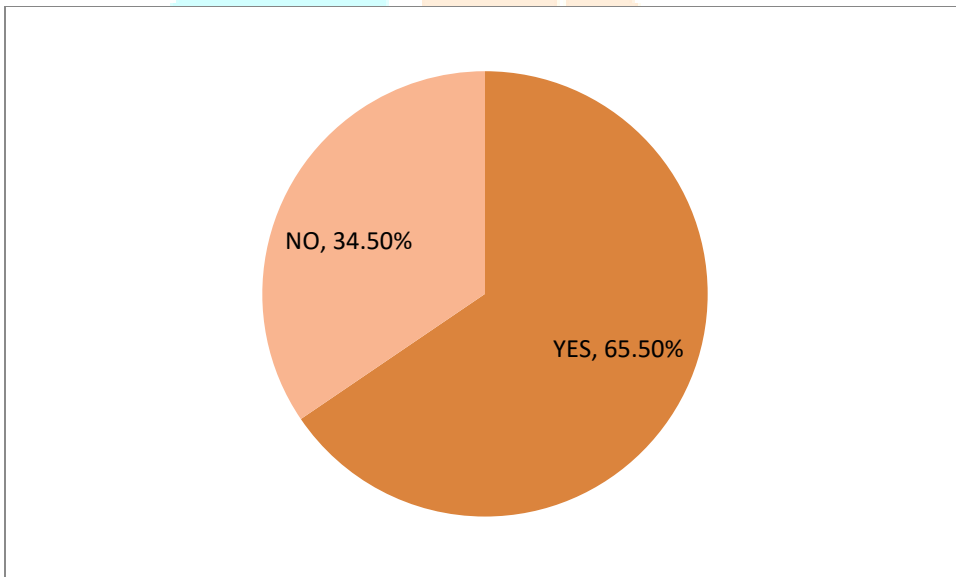Figure 8: Is it difficult to take classes due to high internet cost?



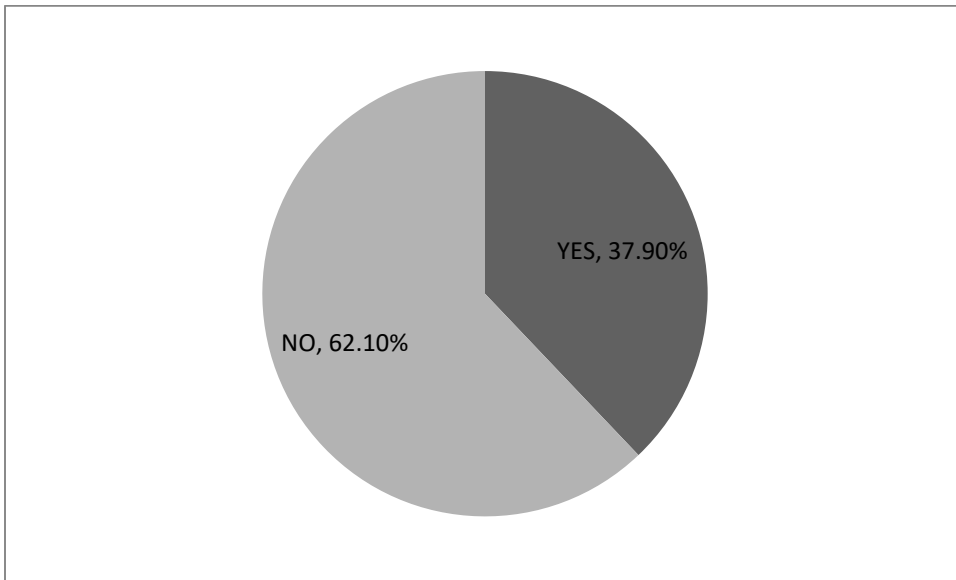Figure 9: Do you think there is a lack of well-trained teachers to teach online?

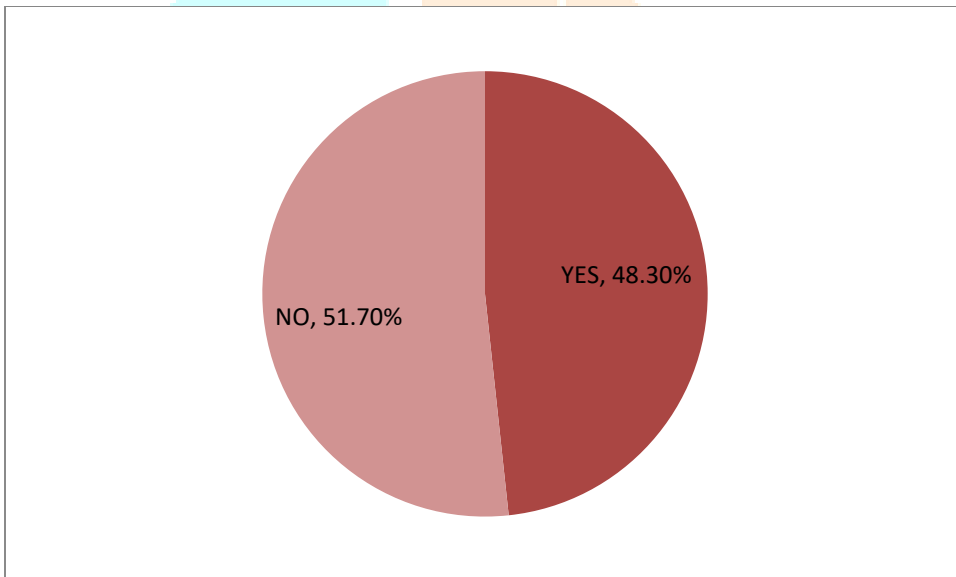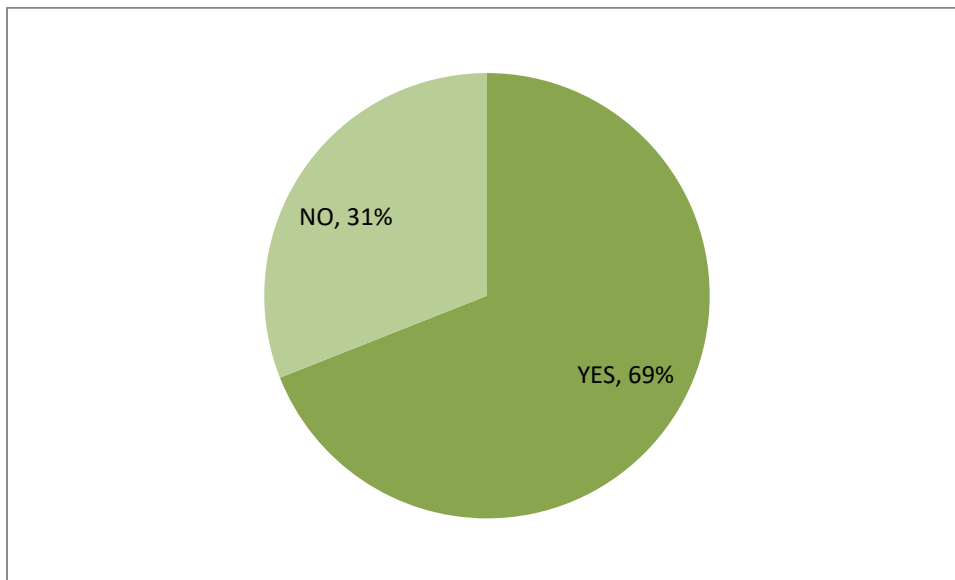Figure 10: Do you lack a suitable environment for an online class?



Figure 11: Does online class reduce your learning interest?

Source: Field Survey by Researchers

# CONCLUSION:

As a result of the outbreak of the COVID-19 virus, the traditional face-to-face education system has easily changed to online education. But in this epidemic situation, online education is not the only solution. Suddenly the transformation of online education is a difficult step for many people. In addition to the usefulness of this online education, there are several obstacles. Students are facing various obstacles as a result of which their interest in learning is declining and the quality of their education is declining too. This study highlights various aspects related to the online classes of undergraduate level students in the COVID-19 situation. The positive and negative aspects of the issues related to online classes of undergraduate level students in the COVID-19 situation have been reflected through this study. Through this study, we have come to know about the various problems of online classes of undergraduate level students in the COVID-19 situation, to know how much the Undergraduate level students are aware of their online education in the COVID-19 situation and how the environment of the Undergraduate level student is conducive to their online education. It is expected that their online education setup will progress further in the future. Improving the online education setup will increase the learning interest of students along with the quality of education. In the end, if the problems of the online classes can be solved, all the students of undergraduate level will have the opportunity to study without any hindrance.

# SUGGESTION:

1. Arrangements should be made so that students can easily interact with teachers in the online class.
2. The teacher needs to make sure that every student hears everything correctly in the online class.
3. The schedule of the online class should be well designed so that the teacher-student does not have any difficulty.
4. A flexible online classroom environment should be maintained so that a student can immediately report his / her problem to the teacher during the online class.
5. To keep all the students interested in the online class and not to get bored, the class has to be made more interesting. Teachers have to teach through attractive visual effects & PPT.
6. Teachers should practice mastering more different skills to teach smoothly in online classes.

7. To prevent the impatience of the students in the online class, the class time should be reduced a little.
8. Students need to provide all the materials online from time to time so that there is no shortage of study materials.
9. Every undergraduate level student's family should help to create a conducive environment for their children to study online.
10. The teacher needs to be aware of this so that every student in the online class has the opportunity to give proper feedback.

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