



# Shaheed Benazir Bhutto University, Shaheed Benazirabad

Knowledge - Commitment - Leadership

## Quality Enhancement Cell

### RESEARCH ON ON-LINE TEACHING/LEARNING PREFERENCE DURING OUTBREAK OF COVID-19

By: Prof. Dr. Tayyaba Zarif (DQEC)

#### 1. Introduction & Background:

As worldwide similarity, Pakistan was also taken aback with the unexpected outbreak of COVID-19 and the reactions from different sides that followed. Obviously, our systems, including the Education Industry was not prepared with backup plans in form of alternatives that had to be adopted when the measures such as lockdown were announced.

There is no denying the fact that the advent of online educational systems and e-learning especially after the outbreak of COVID-19, has made it clear that this learning curve is indeed way too steep and in order to overcome this challenge, there is a dire need for policy planners and practitioners to join forces for the ultimate benefit of the students / learners.

#### According to NAHE - HEC

*"As providers of higher education, universities must place students at the centre of any policy and practice. This is both a **legal and moral obligation** and cannot be ignored or side-lined at any time. We are all aware of the complaints coming from students through various communication channels where they feel abandoned and treated unfairly. It is our responsibility to assure them of our support and that we will not fail them"* ( from letter NAHE)

#### As per HEC Virtual Instruction Survey

*"In Response to the COVID -19 pandemic All Universities have agreed to start preparing their system to be able to offer effective online teaching as a substitute for regular classes"*

Shaheed Benazir Bhutto University Shaheed Benazirabad decided to start online classes during this period to continue the academic consistency & for saving of student's time. Higher Education Commission of Pakistan also recommended all public private sector universities to go with online classes. Dean faculties started holding online meetings with Head & faculty to prepare plan about conduct of online classes & faculty was given open choice to select mode of teaching as per their and student's convenience. In this regard deans coordinating with heads & faculty for timely report/updates.

Consequently In response to the COVID-19 pandemic & With the reference HEC guidelines /emails/online sessions/ official groups etc about the current situation, there is a necessitate to develop the conceptual map for further systematic proceedings. With this background a research survey to better understand the preferences of students as regards to on-line learning, which is necessary for framing a comprehensive on-line teaching-learning strategy across Shaheed Benazir Bhutto University, Shaheed Benazirabad (SBBU-SBA) and also to share the findings with the community of practitioners for better understanding of the problem at hand in order to devise a more suitable strategy.

keeping in view Prof.Dr.Tayyaba Zarif Director Quality Enhancement Cell - SBBUSBA decided to take initiative of Research on-online teaching /learning Preference to facilitate the faculty and management to identify the problems faced by students during online classes so that quality of education must not be compromised.

## **2. Procedure & Methodology :**

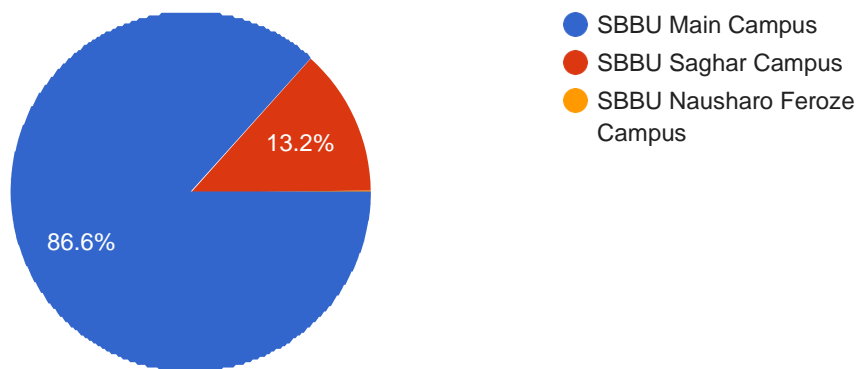
The research was descriptive by purpose and quantitative by method. The main objective was to explore the online teaching /learning Preference at SBBUSBA & Current Situation as a result quality education mechanism will be developed accordingly . The items of Questionnaire was focused on twelve themes regarding online teaching /learning Preferences , Challenges /Problems , available Resources & students' comments .Survey questionnaire was developed as a tool on the basis of discussions / feedbacks / of stakeholders mainly students , teachers , heads . The population of the study was University associates while target population was all students of SBBUSBA to avoid the sampling errors. The eighty percent responses received from students who are taking classes/attending in the department frequently. So, taking data developed a survey questionnaire (with the help of diverse references/feedback) for all students/associates of SBBUSBA via a link. In this regard around 1942 responses mean around 75 % received. The analysis of received responses is as under:

### 3.Data Analysis: Item wise / theme wise analysis is as under

## 1,942 responses

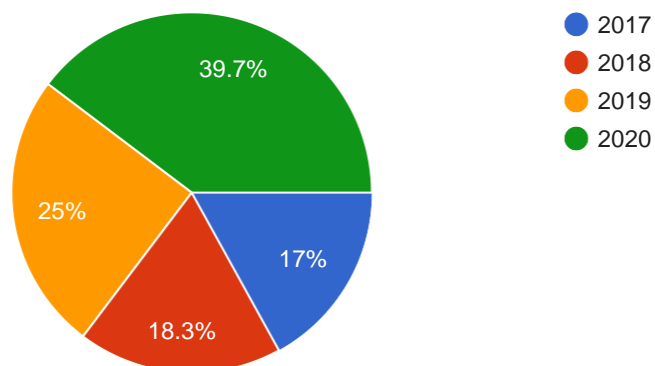
Please Select your campus

1,793 responses



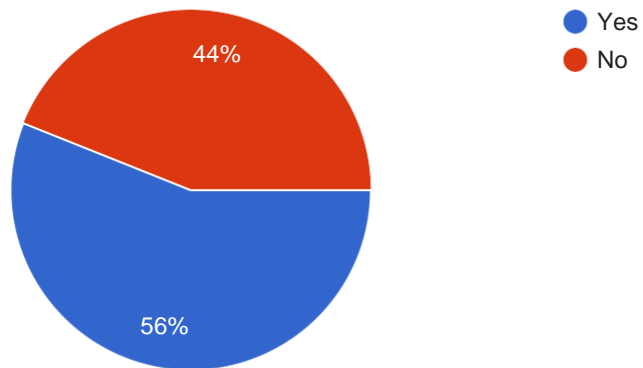
Select Your Batch

1,816 responses



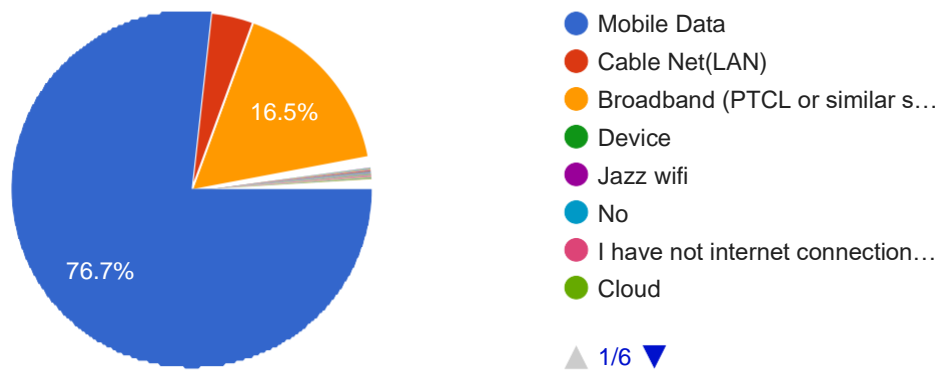
## 1. Do you have access to the internet at your home?

1,811 responses



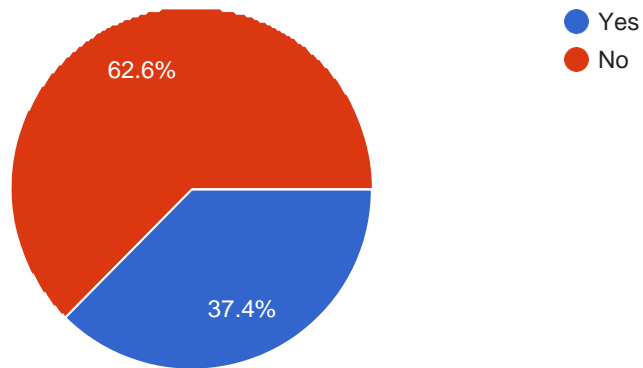
## 2. What type of internet connection do you use at home?

1,737 responses

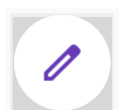
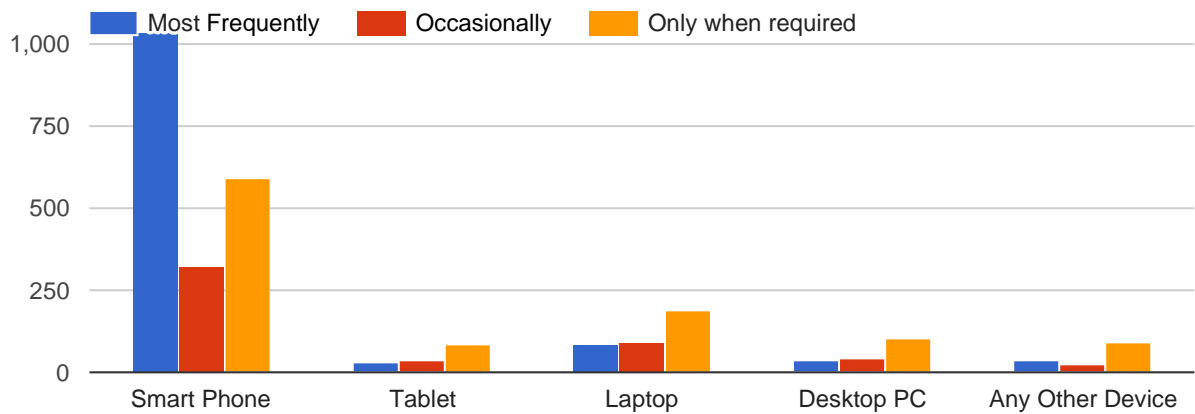


3. Is your internet service high speed (that can support video calls/ files sharing/ downloads)?

1,800 responses

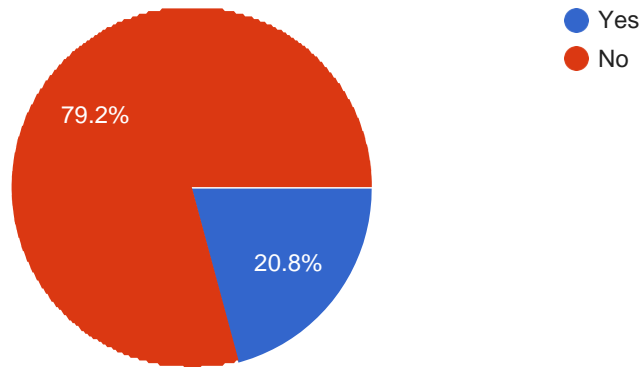


4. What type of device do you generally use at home for the majority of your internet use including video calls? You may please rate the following accordingly.



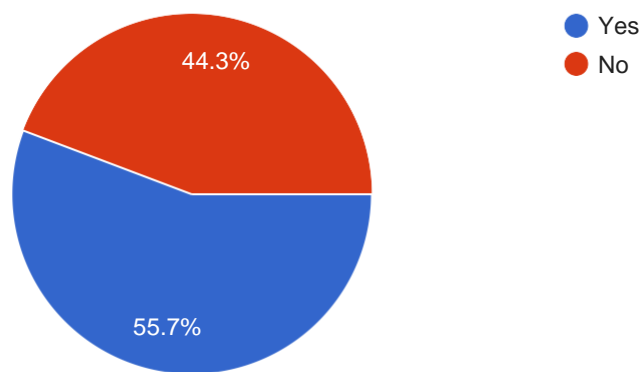
5. Have you ever enrolled/participated in any online course/session?

1,792 responses



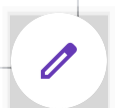
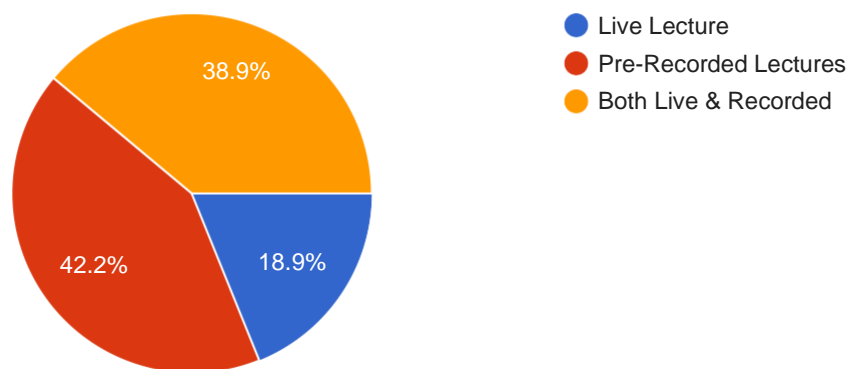
6. If your Educational Institution (University) offers you online education, would you be willing to enroll and learn through it?

1,792 responses



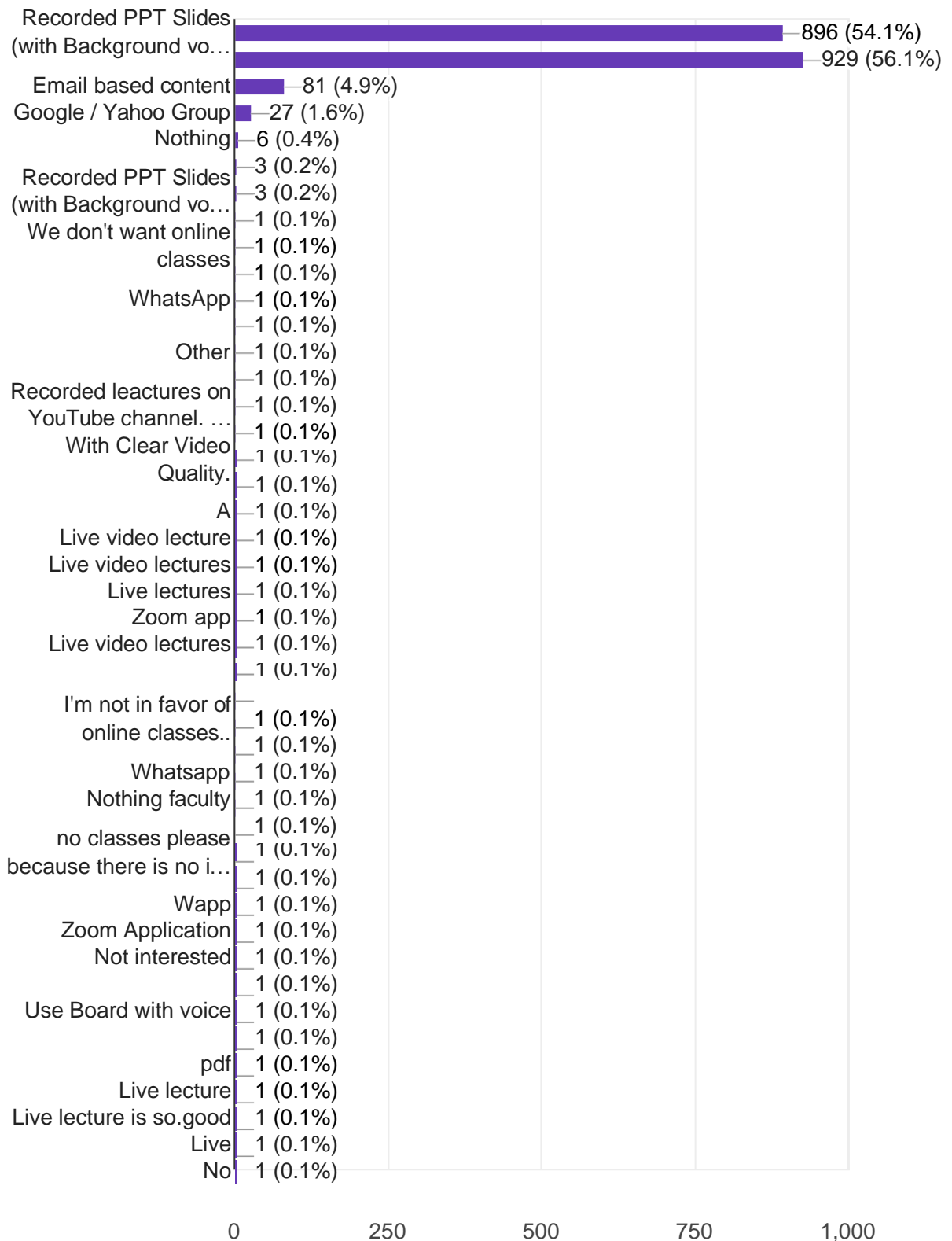
7. Would you be interested in a live class or a pre-recorded lecture?

1,711 responses



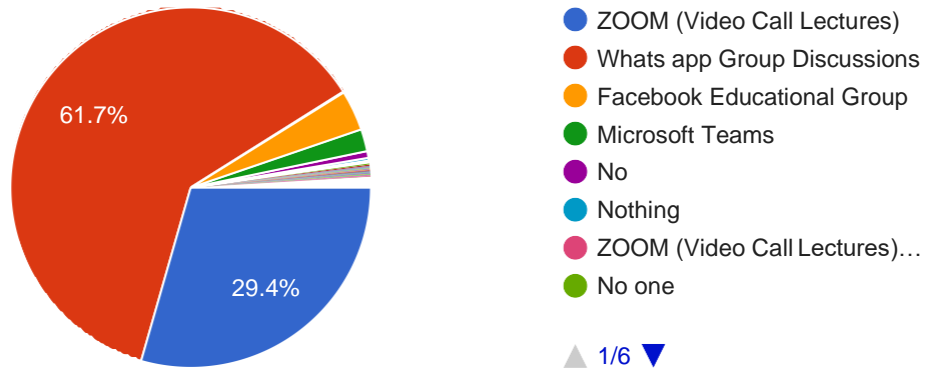
## 8. For a pre-recorded class/tuition, what would be your preferred mode?

1,656 responses



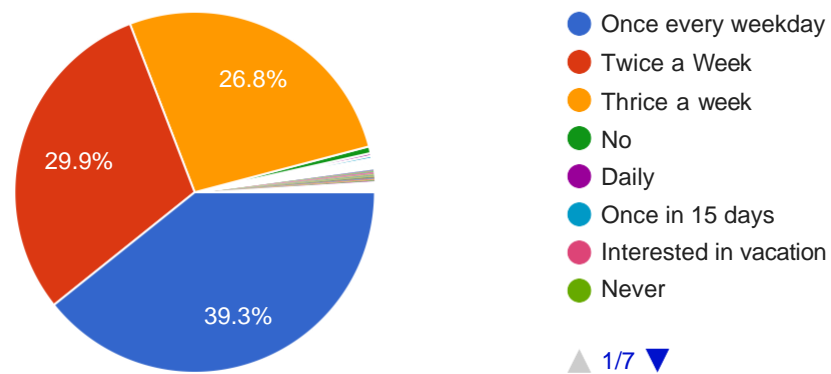
9. What software/application/platform would you prefer or be more comfortable for live/hands-on class/tuition/learning experience?

1,658 responses



10. What would be your preferred frequency to participate in / attend online sessions?

1,663 responses





#### 4. Finding & Conclusion:

In order to carry out the survey, the structured questionnaire was digitized and circulated online to be filled out by respondents. The students of different batches (2017, 2018, 2019 & 2020) were included in the survey from various faculties all the SBBU-SBA Campuses.

Responses received from batch 2017, 18, 19 & 20 of all departments of all campuses 17% responses from batch 2017, 18.3% from batch 2018, 25% from batch 2019 and 39.7% from batch 2020 from all responses 44% have no proper access to the internet at their home in this situation internet accessibility is the key for success of online teaching system while 56% have the access since majority 76.7% using mobile data for internet connection while majority 62.6% said NO internet high speed service that can support videos calls /fills sharing /downloads only 37.4% said YES. Majority used Smart Phone at home for internet use including video calls although minimum using laptop and desktop PC. 79.2% students never enrolled or participated in any online courses or sessions.

Overall 55.7% willing and 44.3% not willing to enroll and learn through it due to mainly connectivity, speed, location and financial issues. In this condition majority 42.2% interested in Pre-recorded Lectures while 38.9% both live and recorded and 18.9% live lectures. Majority preferred PPT with background voice and recorded video lectures other pointed out other sources as well. Majority 61.7% preferred WhatsApp Group Discussions, 29.4% preferred ZOOM Video Calls Lectures, some replied facebook educational groups & Microsoft Teams, YouTube Channels or be more comfortable for live / hands-on class / tuition / learning experience.

Mostly Students' preferred frequency 39.3% once every week, 29.9% twice a week 26.8% thrice a week but it should be as per HEC Credit hours policy. Students replied many comments, problems/issues regarding online teaching - learning proceedings mainly said that in this health emergency /critical situation we are facing many social problems in lockdown situation, one said *"have not separate room for attending online lecture or classes, that's why not able to attending online lecture"* another *"My father is a daily wager farmer, and we are in a difficult situation because my father is at home now a days, so I cannot afford mobile package & no laptop PC, Computer"* Majority pointed out Unavailability of Internet or Slow Internet, Unaffordability of Internet services, Non viability of Smart Phone, Computer, Laptop, No network coverage at villages, Electricity problem (load shedding), Lack of willingness/interest toward online learning, low quality of education Problems in arrangements of resources due to lock down, Financial problems with students, No prior experience of taking online class & it should be summer break. As a nation we are facing critical situation with the epidemic of COVID-19 in all social paradigms including mainstream quality education system. However this doesn't mean that we do not have potential but true and empowerment of visionary and intellectuals minds. There are receptacles of accomplishment we may advantage from them. Capitalize it with proper planning by involving all stakeholders.

## **5. Recommendations:**

- Complete learning Management System LMS for HEIs as per the need of courses especially practical oriented courses with embedded simulations where required along with prescribed use of VR equipment for hands-on 3D practice.
- Curriculum, Content, and delivery need to be designed specifically for online learning.
- Authorities should facilitate to needy students for internet packages.
- Strong internet connectivity packages on subsidized rates for students with laptop schemes.
- Scholarship Schemes for needy & intelligence students with justification.
- HEC develop general guidelines in this situation and specific policy for distance learning & Standards / Criteria guidelines for assessment/ evaluation of quality of online teaching through QAA, QECs & accreditation Councils.
- We should have to train enough our students regarding e-learning & IT skills & guidance & counseling & motivational sessions for students time to time
- Academic Proceedings must be properly preplanned consequently we must have to developed plan A, plan B and/or C accordingly.
- Time to time one online assessment/Feedback so outcome of assessment will provide the gap areas or areas of improvement or areas where teacher needs to focus more to make the learning simple and easy.
- Professional development of faculty on e-learning.

## **6. Limitations:**

Report is on the basis of received responses from all departments, while number of students in departments be different so it may be influenced but percentage of department/ faculty wise participation average is acceptable. Secondly there is a diversity in Economical & Social background of associate

## **7. References & Acknowledgement:**

All who given input in the development of tool and this report. Researcher is thankful to my high ups, authority , deans , heads , Faculty and specially students of SBBU main campus , Sanghar Campus , Naushahro feroz Campus for their valuable input and comments . Thanks to respected DQECs, Scholars, HEC, Friends & Mr. Hakim Ali Junejo (Assistant Director QEC). For tool & report writing used official website of HEC, University, WhatsApp group discussion.

**Turnitin Originality Report:** Similarity index 4%