
The impact of COVID-19 from FACE to FACE to ONLINE learning

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Introduction

Nowadays, education around the world has been suffering many problems due to the COVID-19 pandemic, and most of the people who are affected directly are the students. The researchers have focused on students from Estatal Peninsula de Santa Elena University, to be specific students from (PINE) “Pedagogía de Los Idiomas Nacionales y Extranjeros”. Students from PINE used to have face to face classes and now they have turned into online classes. Most of the students at first thought it would be a good idea to be at home and not going to University, they could save money and time, and that is true. Dhawan (2020) said, “It is student-centered and offers a great deal of flexibility in terms of time and location”.

Online learning has become popular nowadays due to the COVID-19 pandemic, although it is not the main problem, the researchers think the principal problem is if students really know about the features that an online course offers, or maybe if they have electronic devices to receive the online classes.

According to UNESCO (2020), more than 100 countries have closed their schools due to the COVID-19 pandemic, and millions of students have experienced education disruption. Also, Naciri (2020) explains that, thousands of universities and colleges around the world had closed their institutions to encourage social distancing measures in order not to get the virus.

On the other hand, students from PINE did not think about the problems they would face such as technology connection, Internet connection, and home environment. Horton (2003) says, “Each of the participants, producers, host, and learners require three forms of technology: Hardware, a network connection, and software, the learners also require a personal computer to access and network connection of at least moderate speed”. UNESCO (2020) stated that most of the institutions have adopted the continuity of education through remote learning.

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According to Vahl (2020), universities in the UK, have invested more money in education due to the COVID-19 pandemic. At Estatal Peninsula de Santa Elena University more investment was done and they bought Zoom platform licenses to give to each of the teachers to use them to teach. Zhou (2020) stated students that who are studying online at least 44% of them are not concentrated on learning, and 39% of students are not confident in online learning.

Some of the biggest problems that students face at the moment of having classes online are to meet a teacher who just presents PowerPoint Presentations and just reads and reads, this causes some boring time to the pupils who spent some minutes or hours sitting on the chair. Dhawan (2020) said "Online programs should be designed in such a way that they are creative, interactive, relevant, student-centred, and group-based". The question here and some investigation which the researchers can conduct in the future is: Are the teachers from UPSE University ready for online classes?

The researchers have set the following objectives¹:

- General Objective: To evaluate the influence on the online classes in the learning process at PINE students from Estatal Península de Santa Elena University.
- Specific Objectives: (1) To analyze which is the most useful technology tools in the learning process; and (2) To analyze the perceptions of PINE students facing online education.

Methodology

The researchers decided to use mixed methods, quantitative and qualitative research. The quantitative data were the analysis of the results and questionnaire. Whilst the qualitative data was to discuss the students' perceptions during and after the online classes. The participants were PINE students from Estatal Península de Santa Elena. A questionnaire was used by the researchers to find some students' perceptions.

Results and Discussion

According to the surveys, 196 students answered the questions, and the results were fascinating. The survey had eleven questions, but the researchers decided to show the results of 4 of them. According to the results, 60% of students never took online courses and just 3% of them did it constantly (Figure 1).

By having the result on this question, the researchers felt worried because most of the students have not taken online courses before starting the semester and it can cause some problems for both parts, teachers, and students. Why the researchers said it will cause some problems, is due to the students must be taught how to use any type of platform and get in touch with online sessions in order to feel more comfortable.

¹ This work is an extension of the summary published in the Book of Proceedings of the CIVINEDU Conference 2020.

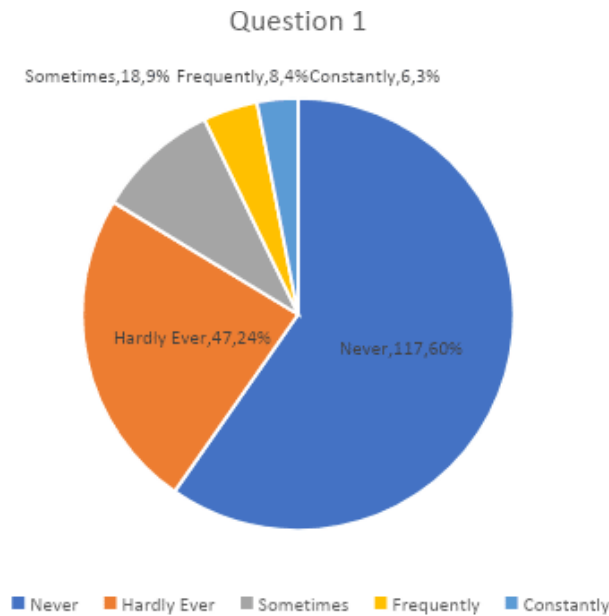


Figure 1 How often have you taken online courses before the COVID-19 pandemic? Source: own elaboration.

On this question (Figure 2), 95% of students had talked with their teachers after or before classes. These questions helped the researchers to understand how important is to talk face to face to somebody, especially with teachers in order to clarify some doubts about the class, the topic taught, the expositions did, the homework which was not clear. The researchers thought it could be difficult to have some sessions after class with the students because now is everything online, teachers and students must have a good internet connection, free time by talking with the students and try to help them every time.

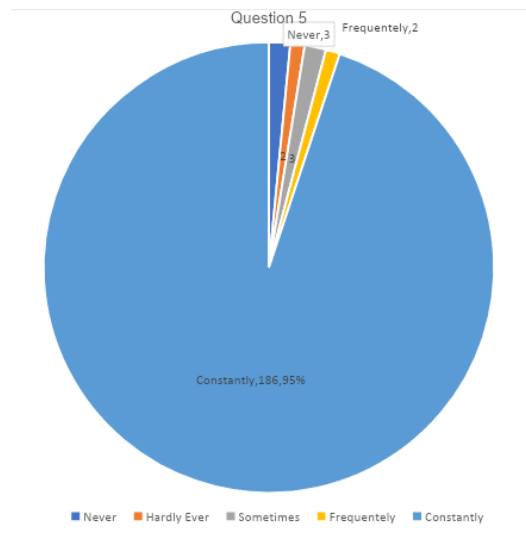


Figure 2 How often have you talked face to face with your teachers before the COVID-19 pandemic? Source: own elaboration.

According to the survey (Figure 3), 5% of students never feel stressed. Although 20% of them hardly ever feel stressed. On the other hand, 40% of students sometimes feel stressed and 20% frequently feel stressed, and finally, 15% of students constantly feel stressed.

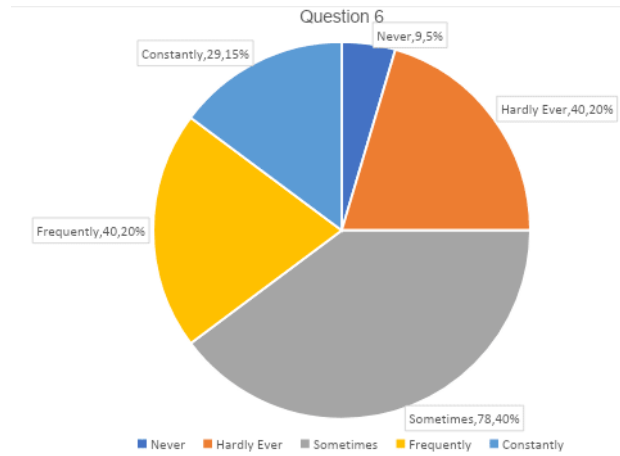


Figure 3 How often have you been stressed during your online classes?
Source: own elaboration.

Most of the answers showed the researchers how students felt during and after on-line classes, and teachers must think about these students' feelings because they can interrupt the teaching-learning process. Apart from that, the researchers think that teachers almost feel stressed, and both sides teachers and students must look for an alternative to be applied in classes in order to have a better result and have fun by learning a new language. On the other hand, Sunitha and Sophia (2020) said, "Quarantine and Isolation have caused severe psychological harm", and the "Anxiety about food shortage is also plaguing the minds of the common man".

The last question (Figure 4), 74% of students use their cell phones to connect the online classes, 14% of students use their laptops to connect the online classes, whilst 10% of students use their PCs to connect the online classes; finally, 2% of students cannot connect with any devices.

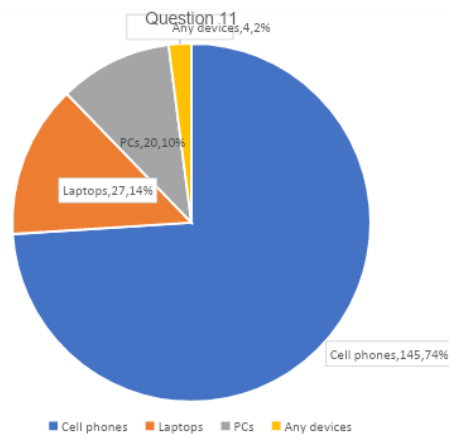


Figure 4 Which technology devices do you use to connect to your online classes?
Source: own elaboration.

The researchers applied this question in order to know how the students from PINE are going to carry out with the classes. The results told the researchers the lack of devices to use for taking the classes and these results are worried because most of the students use their cell phones to connect to their classes.

The Impact of the Covid – 19 Pandemic on students' parents from PINE

According to the researchers, parents play a very important role, because they are the students' support at home. Some of them have lost their jobs and they do not have how to support some payments such as a good internet connection, a laptop, or a PC. These factors caused some problems where students' parents must face for a long time until the pandemic finishes. According to Suryaman and Cahyono (2020), "Parents have more burdens because they have to be teachers at home, teach assignments, and always monitor".

The Impact of the Covid – 19 Pandemic on Teachers from PINE

Teachers from PINE have had some problems with having classes online and at home. There are many reasons such as teachers are parents and they have to control their children, help their children to study, to do some homework, teachers must cook their food, they have to separate some time while they are working, and they are cooking. Teachers have to check their children's homework in order to know if they did well and teachers much check their students' homework too. According to Suryaman and Cahyono (2020), "This pandemic has an impact on teachers in the learning process online because teachers are not free to monitor children's overall development".

The Impact of the Covid – 19 Pandemic on the Learning Process

The learning process has been affected by the Covid – 19 Pandemic all around the world, and in Ecuador has caused many problems in all areas. Primary and secondary education have been affected so hard, especially in public institutions because students with economical problems do not have internet access at home or a laptop, PC, smartphone how to connect and have classes. Some teachers have connected or send homework by using the radio stations, via WhatsApp, or Facebook. Suryaman and Cahyono (2020) said, "Teachers use WhatsApp to share learning material documents and assignments for students".

In higher education, the pandemic has caused some problems too, for example where students are having their classes and the internet access is run out, so they missed the class, and they can have some problems if they do not understand about the class. Suryaman and Cahyono (2020), gave some advice to help students with these problems:

- Record videos can help if the internet connection is delayed.
- The video must be recorded with the teachers' faces.
- The video must have less than 10 minutes.
- Put the video in open access.

Also, Dhawan (2020) for "Technical difficulties can be solved through prerecording video lectures, testing the content". These tips can help to continue working with students.

Conclusion

According to the results, most PINE learners from Estatal Península de Santa Elena never took online classes before and most of them do not have laptops or PCs to connect their online classes; maybe these problems caused some stress, frustration during their online classes. This research opens other doors to know how successful the online classes were and try to investigate if students learned or did not learn. Although the main problem of how to help those learners who do not have the correct technological devices to attend their classes. On the other hand, the researchers have found that there are many problems by students, teachers, and parents in online teaching and learning tasks.

The COVID – 19 pandemic affects a lot of things such as education life, home life, parents life, students life, teachers life, and learning process. However, teachers must look for appropriate ways to develop the learning process of their students and try to increase and motivate them any time.

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