STUDENT'S FEEDBACK ON ONLINE EDUCATION
DURING COVID 19
(A Study with MANUU Students)

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CONTENT

1.   Acknowledgments

The COVID 19 pandemic has affected almost all sectors and every sphere of life. Education is one of the important sectors which faced multiple challenges during the current crisis. This Study "Student's Feedback on Online Education during COVID 19" is an attempt to understand the efficacy of Online line Education amongst the Higher Education Students.

It was important to find out and understand the various factors which affected the students' in carrying out their education during this pandemic, also how online education was taken by the students during the pandemic.

It is my privilege to acknowledge and show deep gratitude to Prof. Ayub Khan, former Vice-Chancellor I/C MANUU Hyderabad, Prof Fatima Begum Honourable Vice-Chancellor I/C MANUU Hyderabad, Prof S M Rahmatullah Registrar I/C MANUU Hyderabad, Prof. Syed Mohammed Haseebuddin Quadri, Director IQAC, MANUU Hyderabad, Prof Saneem Fatima, Jt Dean Academics, MANUU Hyderabad for encouraging this endeavor.

My thanks are due to my co-authors who helped me in this study Dr Rafi Mohmad, Asst Professor, Dept. of Education & Training and Mr Md Imtiyaz Alam, Jr. Research Officer, Instructional Media Centre, MANUU Hyderabad.

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2. Introduction

COVID 19 is an extraordinary crisis of this century. Probably, the world has never ever witnessed a situation like COVID-19 pandemic earlier when the whole world came to stand still and almost all activities ceased. This pandemic affected human civilization at various levels and introduced the globe with new issues and challenges. Current lockdown changed our thinking process, our living and working patterns as well.

Through the media, while everyone was watching the stagnant images of life from all across the globe,, sametime the parallel world of Digital platforms provided much needed impetus to life and governance. Had there not been the third and fourth Industrial revolutions, life would have been very difficult during this pandemic. Infact, there would have been much more loss to human lives as well. During COVID 19, life continued with the byproducts of the last two industrial revolutions i.e. Online/Digital platforms.

This is a well known fact that the last two industrial revolutions provided us new ways of processing and sharing information through computers and digital systems. Further, "Cyber- human combo" – that is, the merging of the capabilities of both humans and machines opened the doors to a new era of artificial intelligence, biometrics and the Internet of Things as we know it today.

Digital Learning Platforms were initially introduced for Distance Education purpose and later these platforms were also utilized in regular mode of education as well in the form of blended and flipped mode of learning as complementary/supplementary online education platforms. But the current pandemic situation completely changed the scenario of utilizing online education platforms.

The whole world facing the COVID 19 outbreak, more than ever the need of Online teaching was felt. During current COVID 19 lockdown, the importance of Digital way of education was well recognised as Online Education platforms came very handy in reaching large and diversified students. Worldwide lockdown redefined pedagogy and the Digital way of education became the mainstream.

This survey/study is an attempt to find out and analyse the challenges and issues faced by the MANUU students while attempting online learning and how limitations, if any, can be overcomed with suitable solutions. Therefore findings of this study may be useful in devising online education strategies and policies.

(RIZWAN AHAMD)

3.   Need and Rationale of the Study

Online education is an important digital platform to engage the students in an enriching learning experience. Though online platforms were available to access the educational content for quite some time, the importance of online education was perhaps truly realised during COVID-19.

Besides the current COVID 19 lockdown situation, online education has its own significance for a large country like India where the Gross Enrolment Ratio is still less than 30 %. Online Education, if planned strategically, has the potential to change the education scenario in the country. However, online education has its own challenges and issues which need to be found out and analysed to improve the efficacy of online education.

During the current lockdown, teachers engaged with the students through multiple digital learning platforms which helped the students in continuing their studies and added a whole new perspective to the education in the country.

Conventional mode of education (Face to Face Education) provides a very effective way of delivering the education wherein teachers and students can engage in a discussion at multiple levels. If the same level of interactivity is possible during online education or not, is an important question. Is Online education just about delivering the content via the internet on your mobile or desktop/laptop? Or It is a pedagogy which needs thorough understanding and training of digital interfaces to both teachers and students to make the effective use of online tools through a multilogue. There are several factors which affect the process of online education such as availability of electricity, hardwares, softwares, internet connectivity, training of teachers and students etc.

Therefore it was important to find out the issues and challenges faced by the students during the Pandemic online education, if they were enriched through the digital platforms and how the students perceived the online education.

Now, Online Education is not limited to the Distance Learners only but it has taken a mainstream look. Flipped mode of learning and blended mode of learning have already been incorporated in Regular mode of learning. It seems, after COVID 19, online mode of learning is going to be part of mainstream education as well. In this context as well, this study was needed so that future education strategies could be worked out as per the target group's limitations and requirements.

4.   METHODOLOGY

This study was planned on a survey mode with MANUU students based all across the country, wherein a set of extensive questionnaires, mostly closed ended multiple choice type questions while there were some open ended questions as well was sent to MANUU students by email on 30th April 2020.

While most of the questions were quantitative in nature, hence the quantitative data stratification method was applied to analyze the data. The questionnaire included Student's Profile, Resources and Infrastructure Availability for online Education, Awareness and Experience of Using Online Platforms, Online Platform Access, Preferences and Expectations etc

The research universe of the study was MANUU students of Diploma, Certificate, undergraduate, postgraduate and research students. It was very much in the plan of the study that random responses in the forms of data are collected from heterogeneous student's groups of almost all Schools.

Students were requested to submit their responses by May 6, 2020 but the date of submission was further extended.

A total of 277 students from MANUU from main campus as well as from satellite campuses responded to the survey. This formed the random sample of the study spread all across the country.

Though the students of various Deptts and schools of MANUU were involved in the study, it covered quite a good number of states all across the country. Details of the States covered can be seen in the chapters detailing the States, Districts,Towns covered during the Study.

The study is based on the data received from the students online. The data had a good mix of gender, rural urban, Diploma, graduate, postgraduate and Research students. The study has been done almost after a month of lockdown and hence it can be assumed that students had enough of online teaching learning experience by the time this study started. Still, needless to mention that every study has its own limitations.

5)   Student's Profile

Aim of this chapter was to map the students profile through their education details such as class/course/semester etc, This section of the study also included several important details such Student's Level of Education, States, Districts,Towns they belong to, thus the study covered the geographical details, Rural Urban Representation, Colleges, Institutes and Universities involved, Gender Representation etc

This section of the study was important in understanding the sample diversity, gender and geographical representation. Accordingly, the section was divided into five chapters as per the following details.

5.1)   Students Level of Education involved in the Study

Out of the total sample (277) of the study, approximately 34.7 % were UG students, 34 % were PG Students, 7.6 % Research scholars and 20.6 % were the College/Diploma level students.

Count of Level of Education:

B.Ed
1.1%
Research
7.6%
UG
33.6%
Diploma
20.6%
M.Ed scholar
0.4%
PG
33.6%
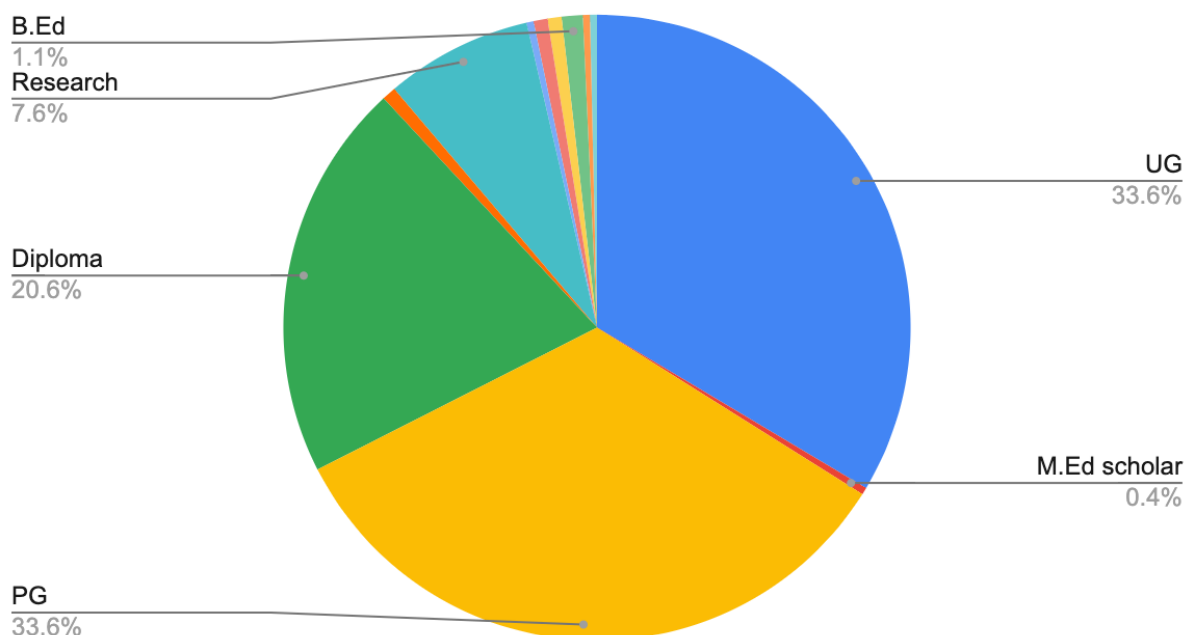
5.2) States, Districts,Towns represented during the Study

The study involved 277 participants but it covered 26 States/UTs and quite a good representation of Districts and other areas. Following is the breakup of the geographical representation during the study.

States Represented -

S.No	Name of the States Represented in the Study
1	Andhra Pradesh
2	Bihar
3	Jammu and Kashmir
4	Jharkhand
5	Kerala
6	Madhya Pradesh
7	New Delhi
8	Telangana
10	Uttar Pradesh

Districts/Towns Represented -

S No	Name of the Districts/Towns Represented in the study
1	Aligarh
2	Ananatnag
3	Anantapur
4	Araria
5	Arwal
6	Aurangabad
7	Ballia
8	Baramulla
9	Bareilly
10	Begusarai
11	Bhagalpur
12	Bhopal
13	Burdawan
14	Darbhanga

15	Delhi
16	Kishanganj
17	Firozabad
18	Gaya
19	Ghazipur
20	Hooghly
21	Hyderabad
22	Jaunpur
23	Kamareddy
24	Katihar
25	Khagaria
26	Khammam
27	Kishan ganj
28	Kupwara
29	kurnool
30	Lucknow
31	Mahaboobnager
32	Malappuram
33	Mau
34	Motihari
35	Muzaffarpur
36	Paschim Burdwan
37	Poonch
38	Purnia
39	Ranga Reddy
40	Sahibganj
41	Sangareddy
42	Siddharthnagar
43	Sitamarhi
44	Supaul
45	Uttar Dinajpur
46	Vaishali
47	West Champaran

5.3)   Rural, Urban Representation in the Study -

Out of the total sample, almost 48.4 % comprised the Urban sample, amongst them 46.6 % of respondents are from Small Towns and cities and 48.7 % of total respondents formed the Rural sample.

Count of Place of living: Village/ Town/ Metropolitan City

Islampur
0.4%

Town
20.2%

City
26.0%

Metropolitan City
3.2%

Village
48.7%
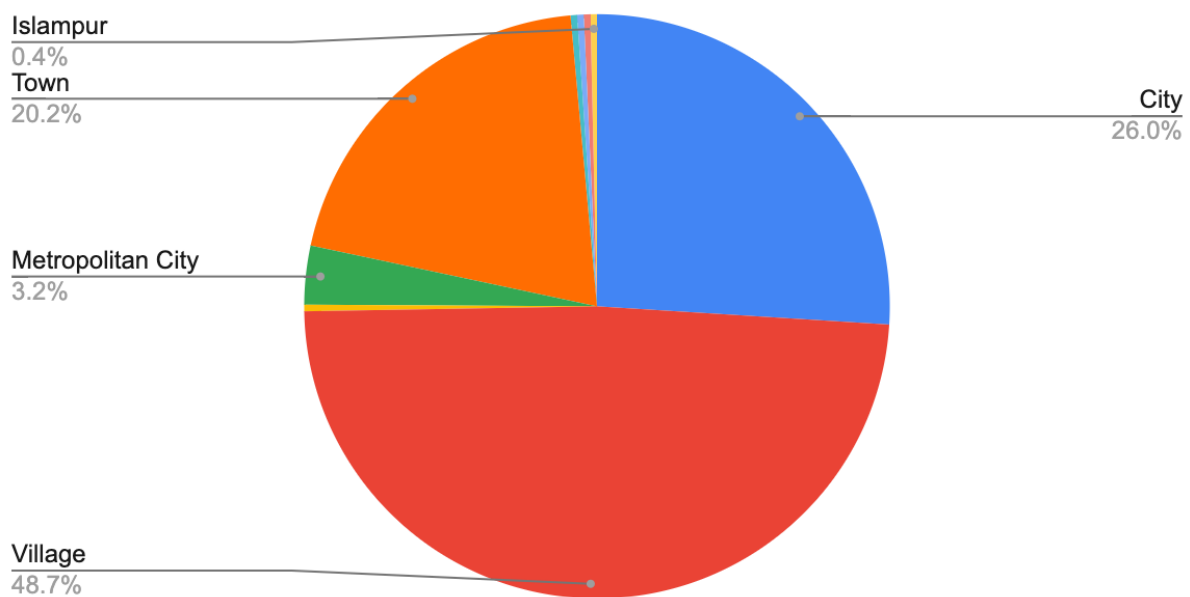
5.4) Colleges, Deptts, Schools represented in the Study

For this study responses were received from almost all Deptt, Schools, colleges etc . Details are as following -

S.No	Deptt/Colleges/Schools etc involved in the study
1	Department of Arabic
2	College of Teacher Education, Asansol
3	College of Teacher Education, Darbhanga
4	College of Teacher Education,Nuh(Haryana)
5	Department of Commerce
6	Department of CS&IT
7	College of Teacher Education, Bhopal
8	College of Teacher Education, Bidar
9	Department of Education and Training
10	Department of English
11	Department of Journalism and Mass Communication
12	Department of Management Studies
13	Department of Political Science
14	Department of Social Work
15	Department of Urdu

16	Department of History
17	Department of Islamic Studies
18	College of Teacher Education, Sambhal
19	College of Teacher Education, Aurangabad
20	College of Teacher Education, Srinagar
21	MANUU CUTTACK CAMPUS
22	MANUU Lucknow Campus
23	MANUU Polytechnic Bangalore.
24	Department of Mathematics
25	MANUU Polytechnic, Kadapa
26	Department of Persian
27	MANUU Polytechnic, Hyderabad
28	Department of Sociology
29	Department of Translation Studies
30	Department of Women Education

5.5)   Gender Representation in the Study

Out the total responses received, 68.2 % were males and 31.8 % females.

Count of Gender:
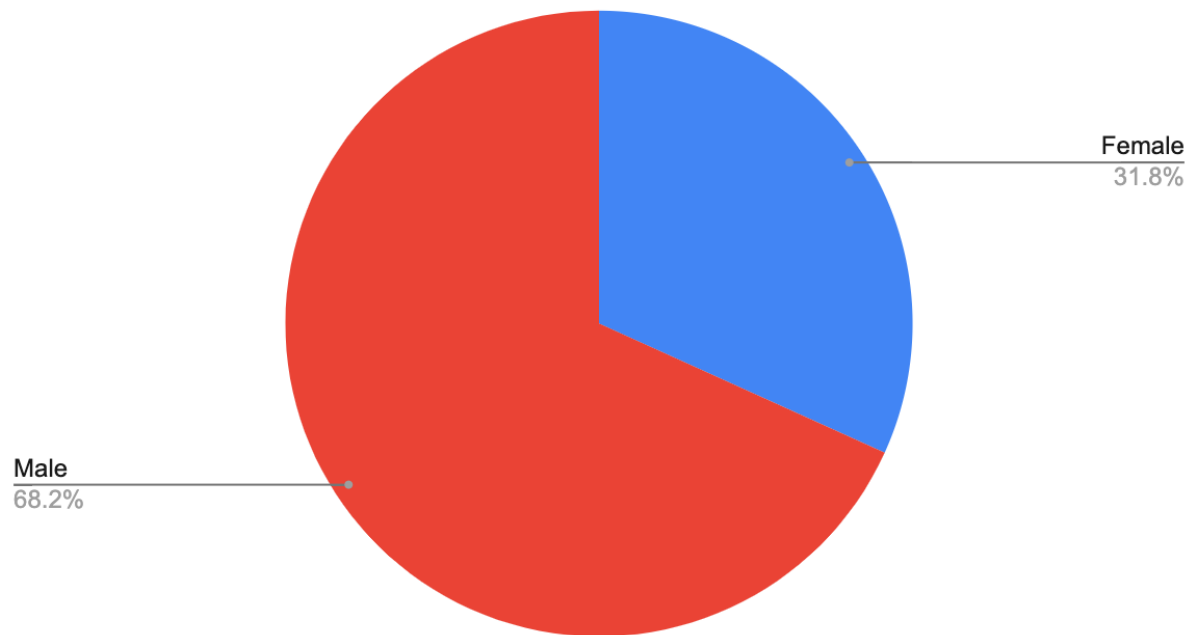
6.   Infrastructure Availability for online Education

The concept of Online education is dependent on IT based technology which involves computer, internet, knowledge of digital platforms and training / skill to deliver and access the online education. These are the mandatory infrastructure interfaces without which online education can not be delivered.

Since, this section of the study involved the study of infrastructure which is the basis of online education, a wide range of questions dealing with tools, infrastructure and related questions were put up under this section to understand the availability of desired infrastructure amongst the research universe.

Study under this section was completed with seven subsections starting with the availability of electricity in the area, internet availability , digital devices availability etc.

6.1   Electricity availability in the area

Electricity is the prerequisite to access online education as IT equipment required for online education cant run without electricity, hence it is important to find out if the students has access to the power supply.

In response to the question 81.9 % students confirmed that they have electricity in their area, however 3.2 % students said that electricity is not available in their area. Approximately 12 % students responded that though electricity is available in their area there are frequent cuts or it is available for less number of hours.

But this data suggests that over 80% of students have proper electricity supply in their area which is an encouraging sign for Online Education.

Count of Electricity availability in your area

Light gets cut due to…
0.4%
if available then the…
11.6%

Not Available
3.2%
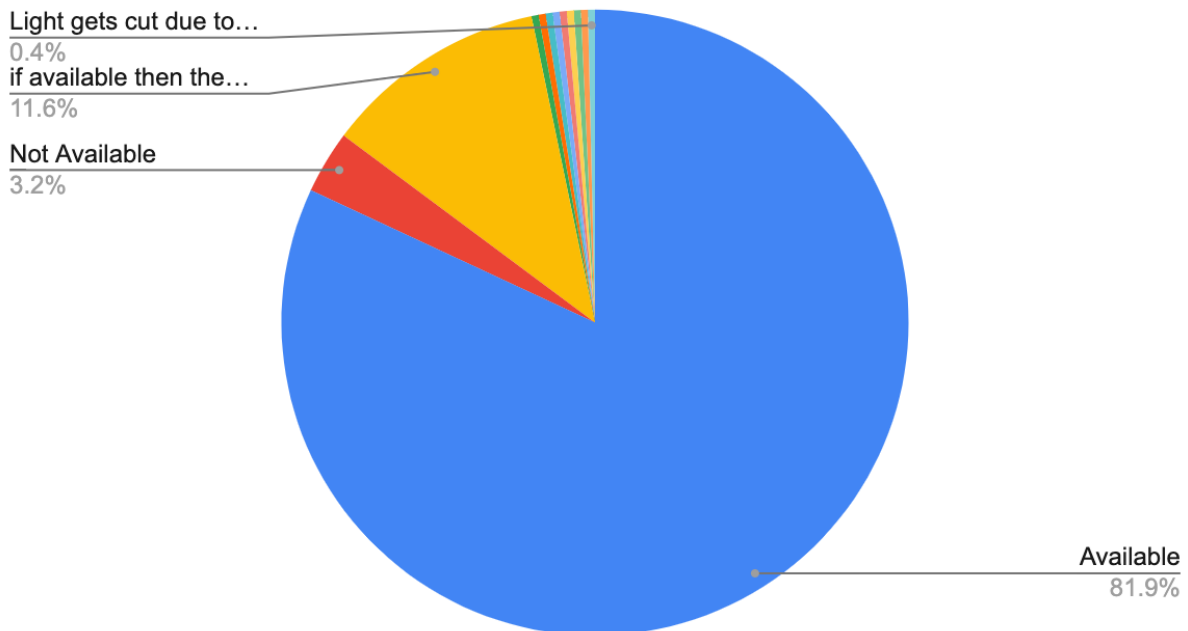
Available
81.9%

6.2   Internet facilities in the area

After power availability, internet availability in the area is another important factor for online education. The concept of online education does not exist without the availability of the internet in a given area.

Response to this question indicates that 86.6 % students have internet facilities in their areas while 13.4 % students say they don't have internet facilities in their area.

Count of Internet facilities in your area

Not available
13.4%

Available (4G, LAN o…
86.6%
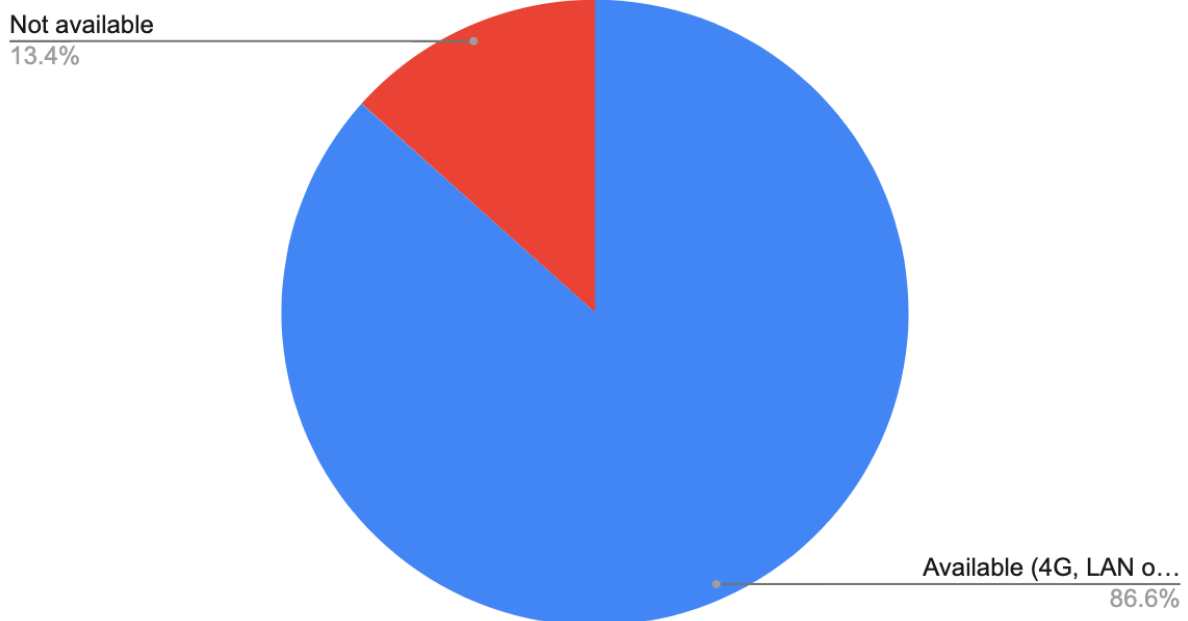
6.3   Internet facilities at your home

Students might have the internet connectivity in their area but whether the internet facilities were available at their homes or not was another important factor for students to continue their studies online.

This figure dropped almost 15 % in comparison to the internet availability in students areas. In an earlier question, students indicated that 86.6 % students have internet connectivity in their area but internet connectivity at their home was 70.4% and 29.6 % students don't have internet connectivity at their homes.

Count of Internet Facility at your home

Not available
29.6%

Available(4G, LAN,...
70.4%
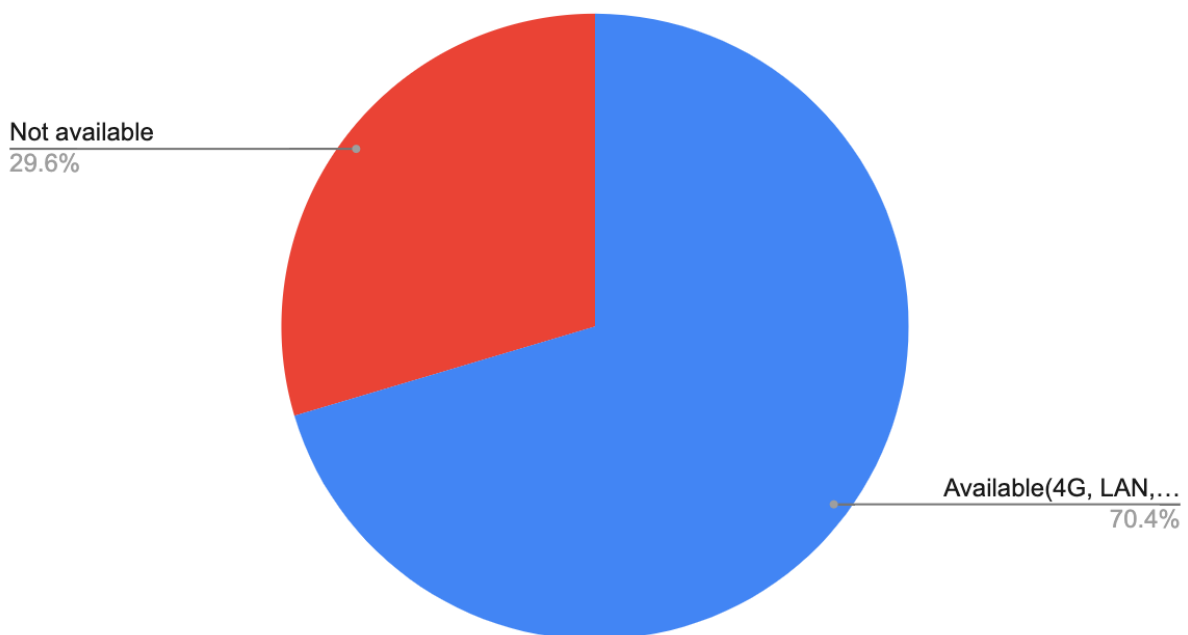
6.4 Electronic Devices availability at Home or with you

Besides power and internet availability, students need an electronic device such as laptop, desktop, mobile, tablet etc to access the online content.

Responding to this question, 78.7 % students indicated that they have a mobile with them and there is a sizable population of students which has 2-3 electronic devices such as mobile, laptop and desktops with them. 15.2 % students indicated that they Mobiles and laptop both.

Count of Electronic Devices availability at Home or with you
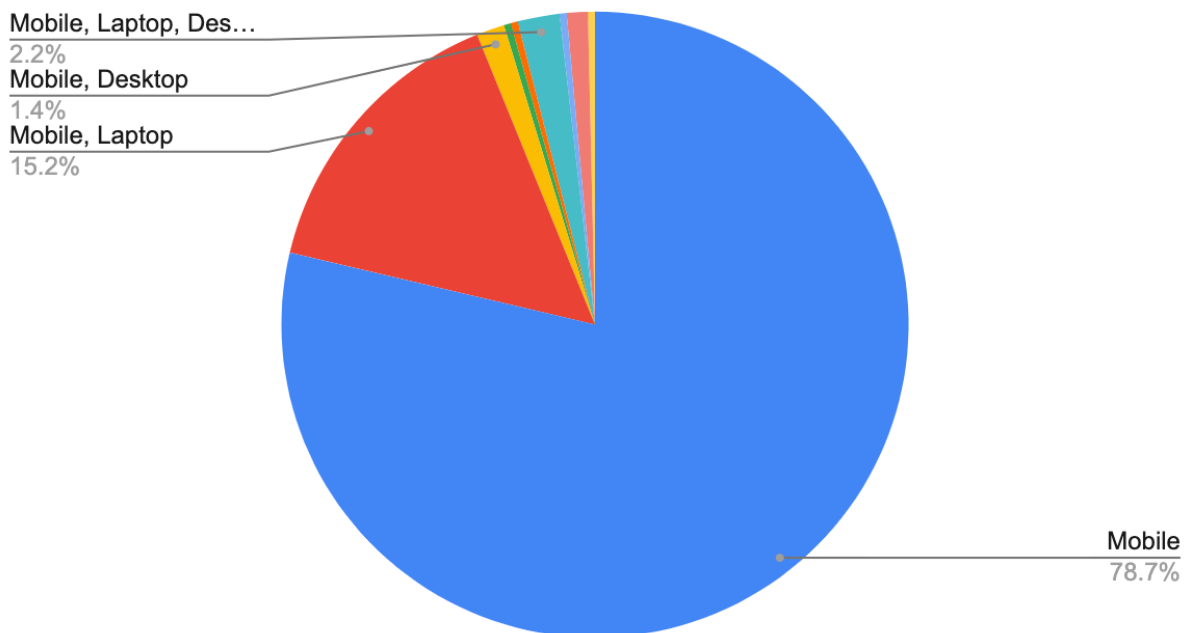
6.5   Internet Access pattern for online teaching

It was important to find out the Internet Access pattern for online teaching for a simple reason that how students accessed the Online education during lockdown, which devices they used during the lockdown, whether those devices were suitable for online education or those were used due to the availability of single devices only.

In response to this question students indicated that 81.9 % of the students used their mobile to access the internet for online learning and along with mobile students also used laptop and desktop as well. Suitability of these devices has been analysed in coming chapters.

Count of How do you access internet for online learning?

Mobile, Desktop
0.7%
Mobile, Laptop
8.3%
Laptop
1.8%
Not available
5.8%
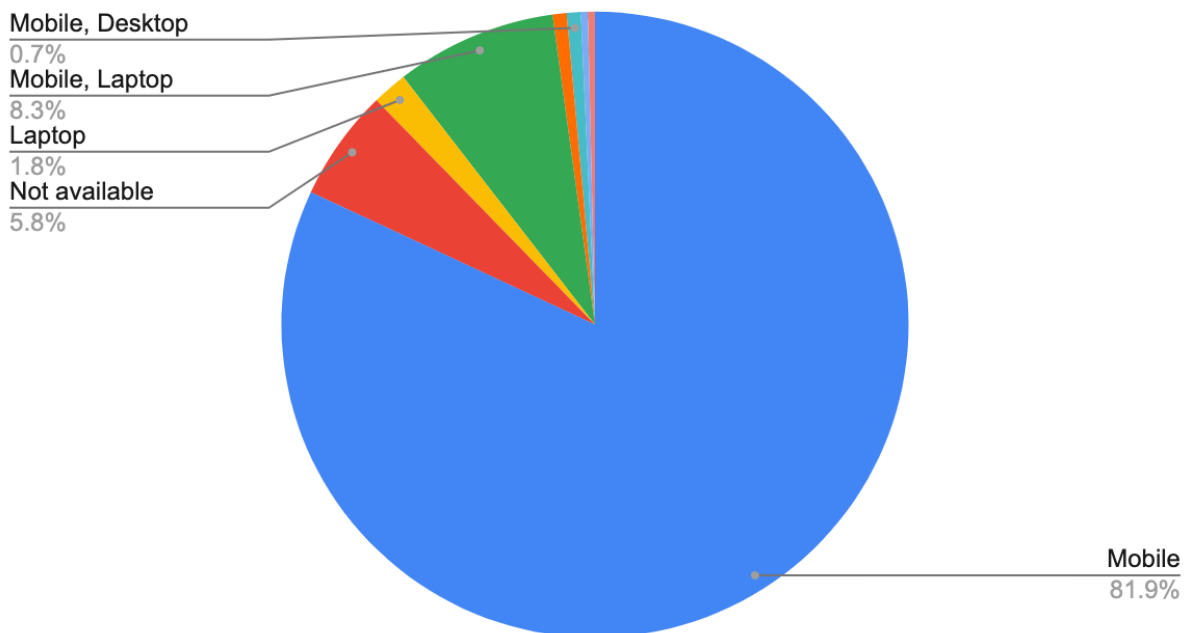
Mobile
81.9%

6.6   Do you have a Mobile Phone?

Many researches show that a large amount of content is accessed through Mobile devices and in this study as well it was important to find out if the content is being accessed through mobile and if the target group has access to mobile.

In response to this question, 92.8 % students indicated that they have a mobile phone, 7.2 % said that they use their family members mobile phone.

Count of Do you have a Mobile Phone?

I use my family mem…
7.2%

Yes
92.8%
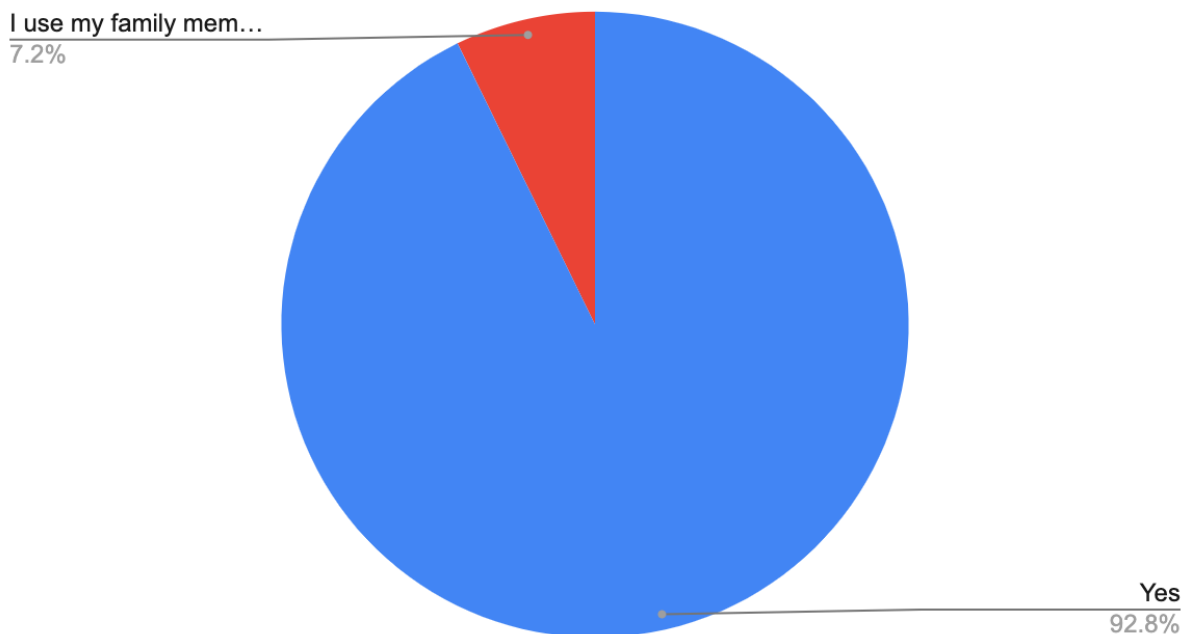
6.7   Do you have a SMART/Android Mobile Phone?

To access the online content one needs a Smart/ Android Mobile device otherwise it is difficult to access the online content on a normal mobile, hence this question was pertinent to the study.

In response to this question, out of the sample of students who have a mobile, 95.7 % of these students confirmed that they have a Smart/ Android mobile phone.

Count of Do you have a SMART/Android Mobile Phone?

No
4.3%

Yes
95.7%
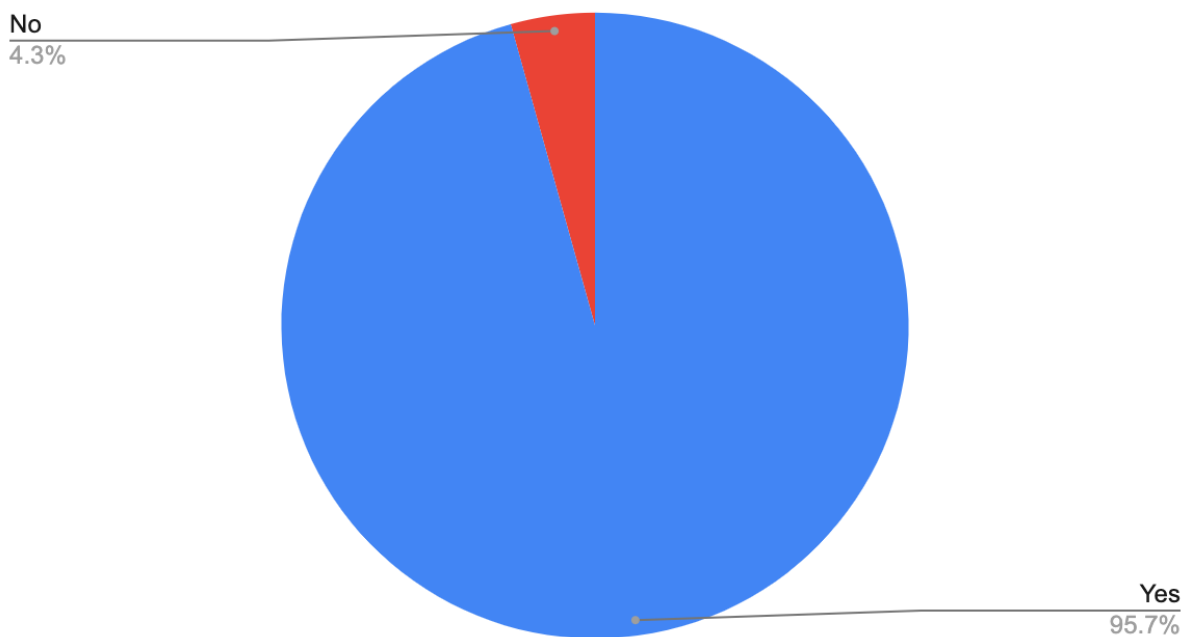
7.   Awareness and Experience of Using Online Platforms

In this Section of the study it was analysed that if the students were already aware about the digital learning platforms and what was their level of awareness ? Besides the awareness, the students were also asked about their experience of using various digital learning platforms.

This Section of the study is divided into 12 following chapters .

7.1   Are you aware of online learning platforms?

The first obvious question of this section was to find out if the students were already aware about the concept of Online learning platforms and later it helped to further analyse the level of their awareness by quoting few important digital learning platforms to the students.

In answer to the awareness about the online learning platforms, 79.8 % students responded that they are aware about the Online learning platforms while 20.2 % were not aware of those platforms.

Count of Are you aware of online learning platforms- Yes/No

No
20.2%

Yes
79.8%
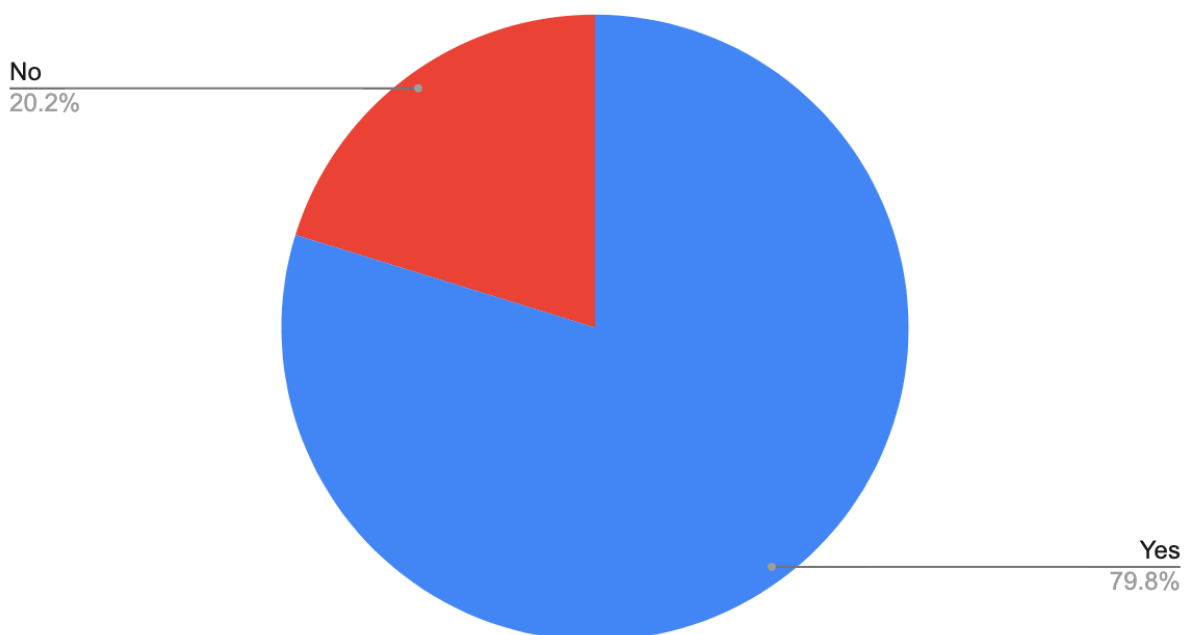
7.2   Is this the first time you have attended online Classes?

Though students may be aware of the Online Learning platforms but did they really attain the online classes earlier or COVID 19 lockdown was their first experience of attending the Online classes.

In response to this question, 78 % students said that it was their first experience of attending online classes during the lockdown and 15.9 % students said that it was not their first time while 6.1 % were not sure.

Count of Is this the first time you have attended online Classes? Yes/No

No
15.9%

Maybe
6.1%

Yes
78.0%
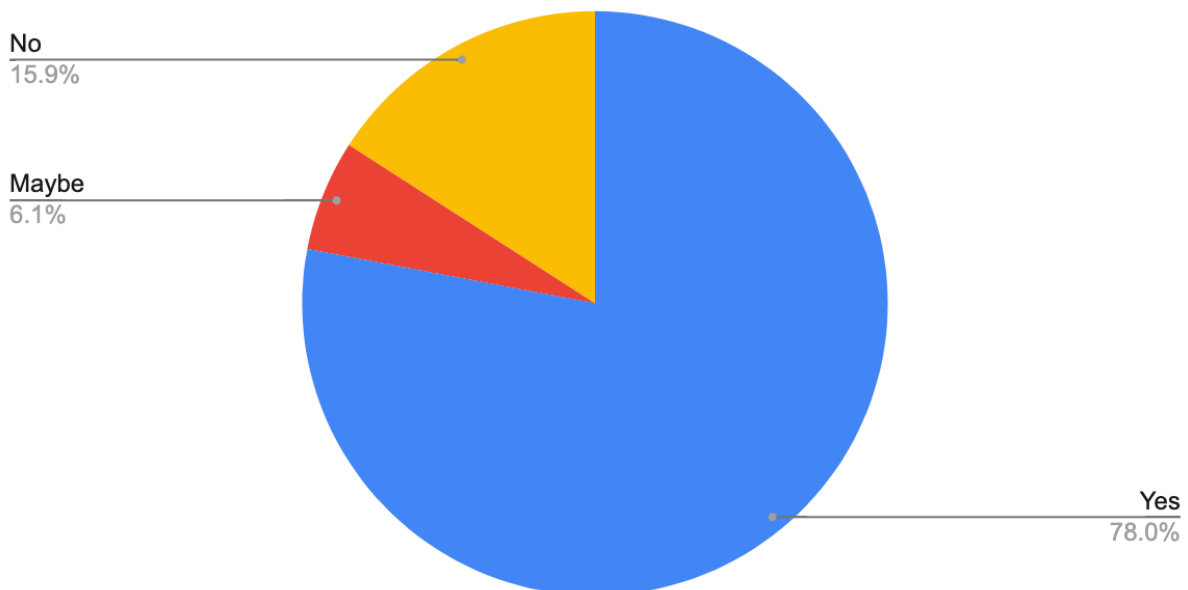
7.3   You accessed online learning platforms yourself or those were shared by your teacher

COVID 19 lockdown was an extraordinary situation which triggered students' teachers to hook on to various online platforms. In this context, the students were asked to share whether during the lockdown they accessed the online platforms on their own or those were shared by their teachers.

In response to this question, 72.9 % students said online platforms were shared by their teachers and 23.5 % students accessed them on their own. 1.4 % students indicated that they access their own as well as provided by the teachers as well. While a small group of students could not accessed due to the lack of internet or poor internet connectivity.

Count of Do you access online learning platforms by yourself or those which are shared by your teachers?

Both
1.4%

Self
23.5%

Provided by teacher
72.9%
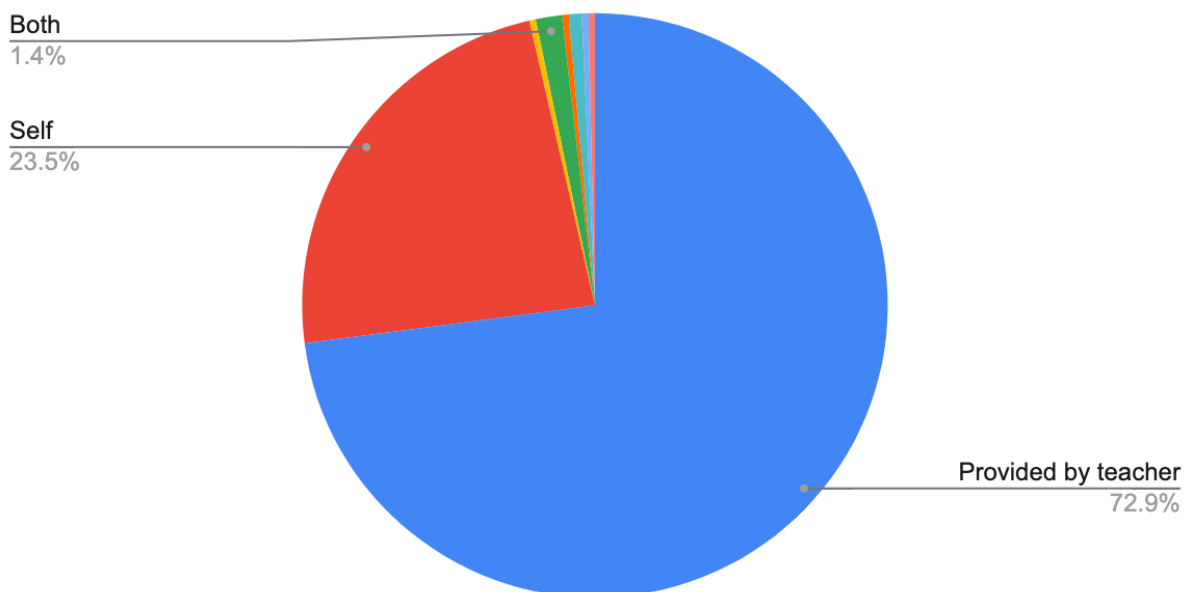
7.4   What is Percentage of Teachers who are taking online Classes?

Since, students were cut off from the face to face classes during the lockdown, so it was important to find out if all the teachers were engaged in online teaching or only a section of teachers were taking online classes.

This study received multiple responses. Only 18.1 % students have indicated that 100 % teachers were taking online classes, while 28.5 % students said that only 75 % of their teachers took online classes. Amongst them 22.7 % students indicated that only 50 % of their teachers were taking online classes while 23.1 % students said that only 25 % teachers were taking online classes.

A small section of students indicated that online classes were not taken but study material was sent through   mail while few other students quoted the unavailability of the internet.

Count of What percentage of teachers are taking online classes?
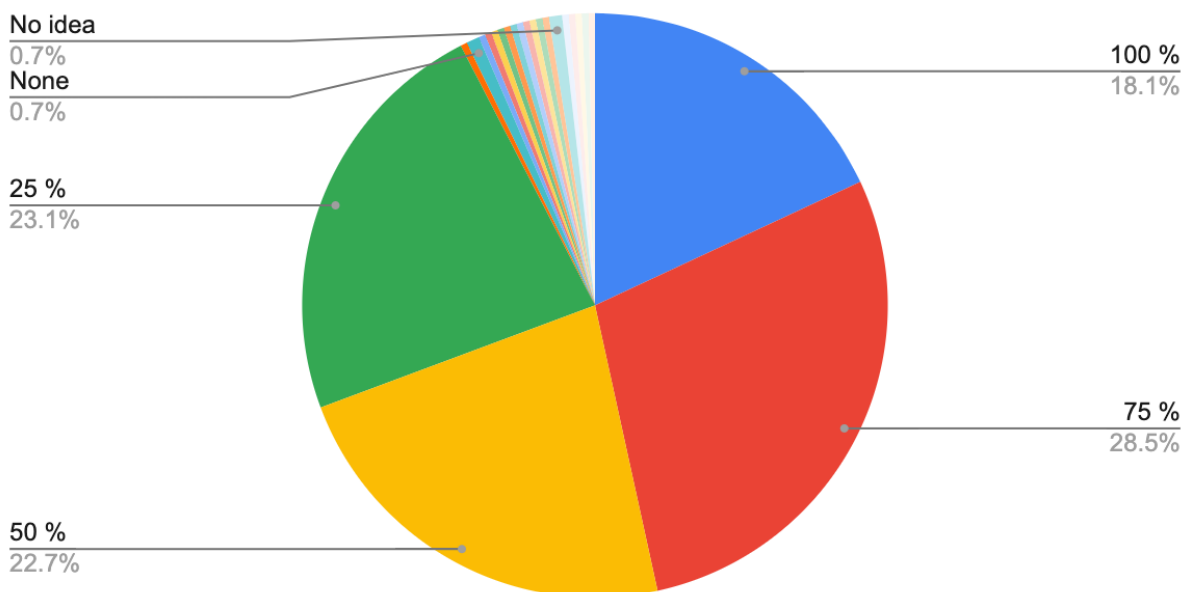
7.5   Which of the Platforms/apps did your teacher used while taking live class?

This is one of the most important aspects of the study which showcases the digital platforms/apps which were used for online classes. For online/live classes, a digital platform is mandatory and study of this particular finding indicates that lots of different platforms were used by the teachers. ZOOM platform tops this chart which was used by 45.5 % teachers to impart online education followed by Google Meet and YouTube live. Other platforms as mentioned below were also used for live classes.

Count of Which of the following platforms/apps did your teacher use while conducting live classes?

Swayamprabha	1.1%
Gotomeeting	1.8%
Whatsapp	1.8%
Google Meet, Zoom, Y…	1.4%
Zoom, YouTube Live	2.9%
Google Meet	4.3%
Google Meet, Zoom, G…	6.1%
Zoom, Gotomeeting	2.9%
Google Meet, Zoom	5.4%
YouTube Live	5.8%
Zoom	45.5%
Google classroom	1.8%
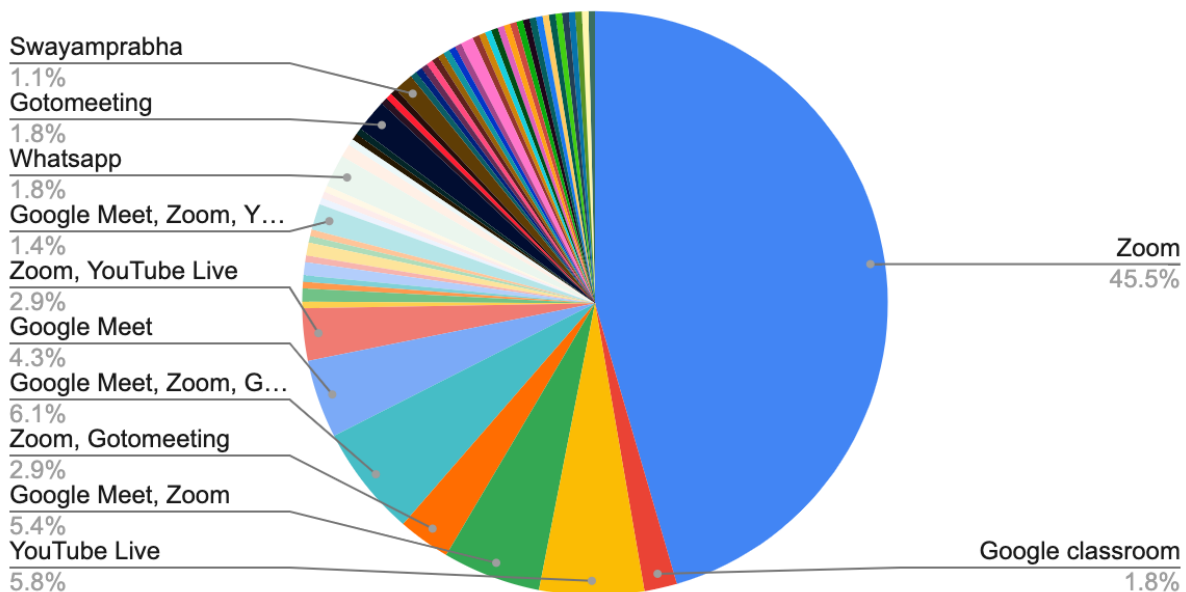
7.6 Did your teacher use any of the LMS(Learning Management System)?

While finding out the specific Learning Management Systems which were used by the teachers during lockdown, it was found out that Google Classroom was used by 72.6 % of the teachers and Moodle was used by 3.2 % of the teachers.

Approximately 3.6 % students indicated that no LMS was used during online teachings, while others responded that the platforms like Webex, Vimeo, Zoom, whatsapp were also used as LMS.

Count of Did your teacher use any of the following LMS(Learning Management System)?

Zoom
1.1%
Vimeo
1.4%
Zoom cloud meeting
1.1%
Whatsapp
2.2%
Don't know
1.4%
MOODLE
3.2%
No
3.6%

Google Classroom
72.6%
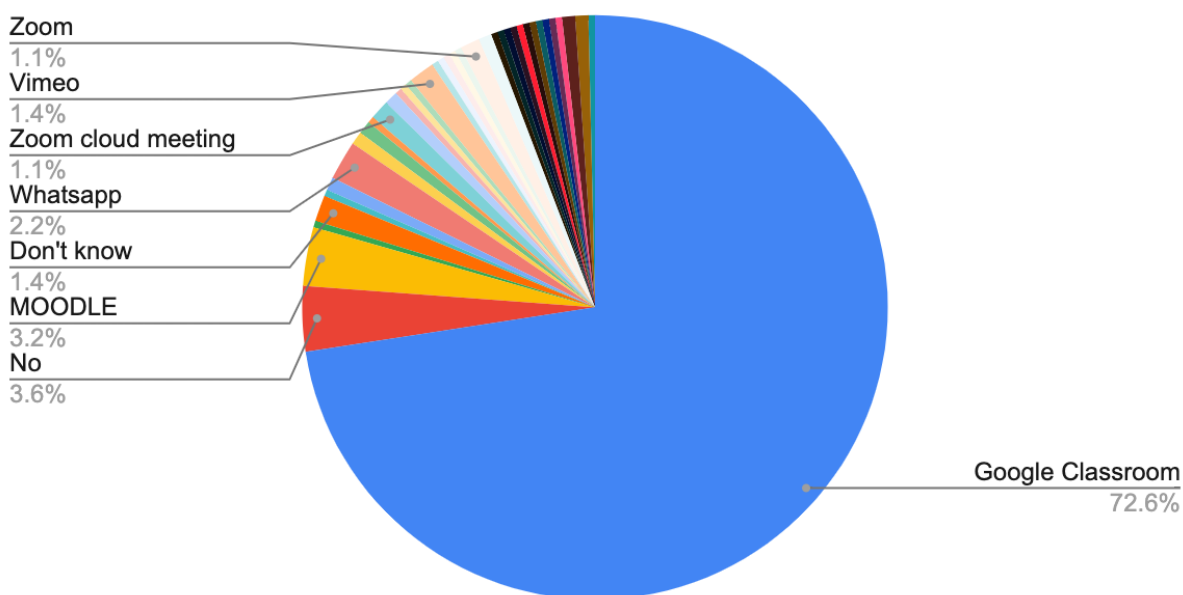
7.7   How was your experience using online learning platforms ?

Though students might have been acquainted with the online platforms earlier as well but COVID 19 situation enforced the extensive use of online learning platforms hence it was important to find out the experience of students while using these platforms.

Responding to this question, 48 % of students felt that their experience of using online platforms was good while almost 44.8 % of the students did not like the online learning experience. Others had mixed feelings and quoted the internet speed issues.

Count of How was your experience using online learning platforms ?

Very good
0.4%

Average
1.1%

Not Good
44.8%

Good
48.0%
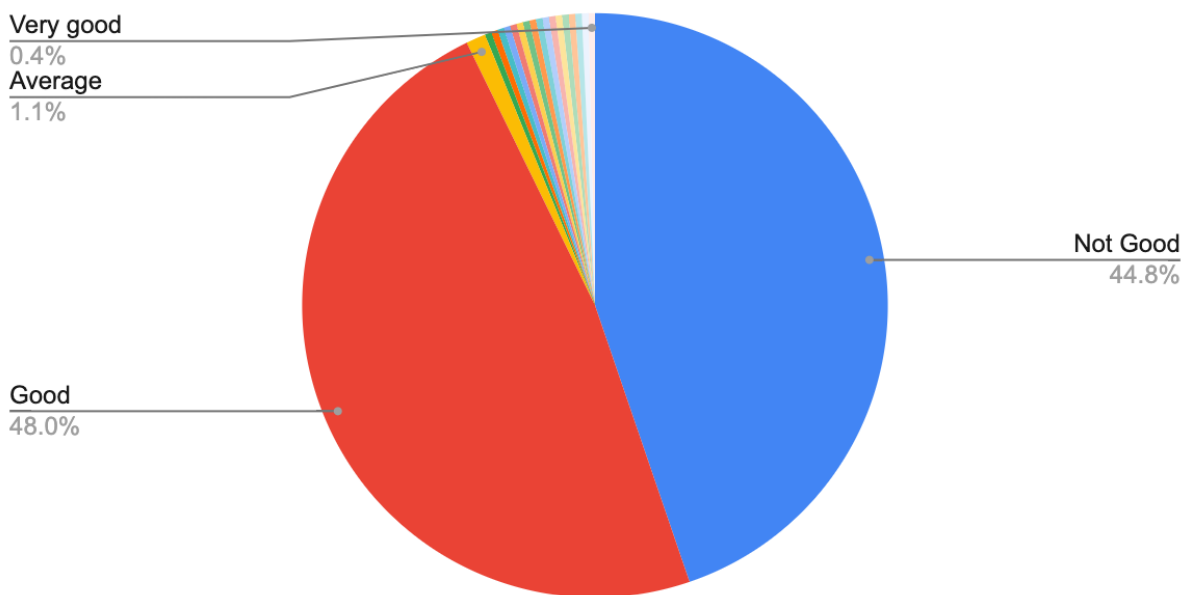
7.8   Do you think Online Class is better than face-to-face Learning in Classroom?

After finding out the online learning experience of the respondents it was important to make a comparative study between online and face to face learning.

Only 15.2 % students felt that Online class is better than face to face learning while 79.8 % students say online learning is not better than   conventional mode of learning. Others felt that Online class can never be better than face to face learning, Will be good if proper internet facilities, yes, but with certain conditions,like internet and infrastructure .

Count of Do you think Online Class is better than face-to-face Learning in Classroom?
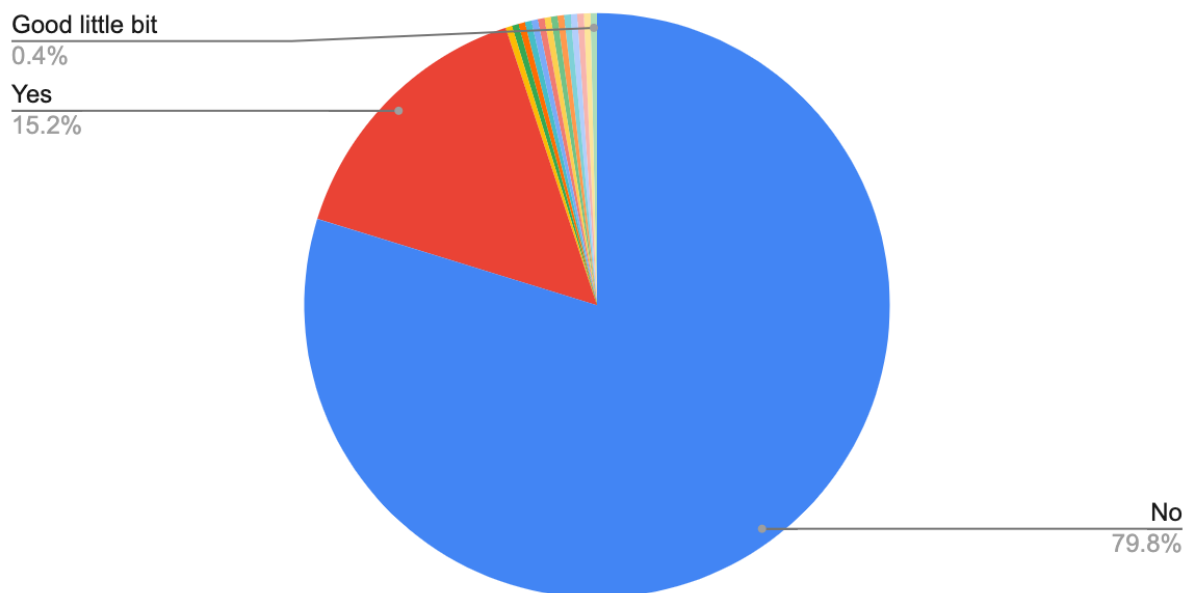
7.9   Are you aware of SWAYAM online courses platform?

This study also tried to find out if the students are aware of Government of India's flagship digital learning platforms such as SWAYAM which is a free online MOOCs platform.

Study reveals that only 55.2 % students are aware of the SWAYAM online platform while 44.8 % students are not aware of this platform.
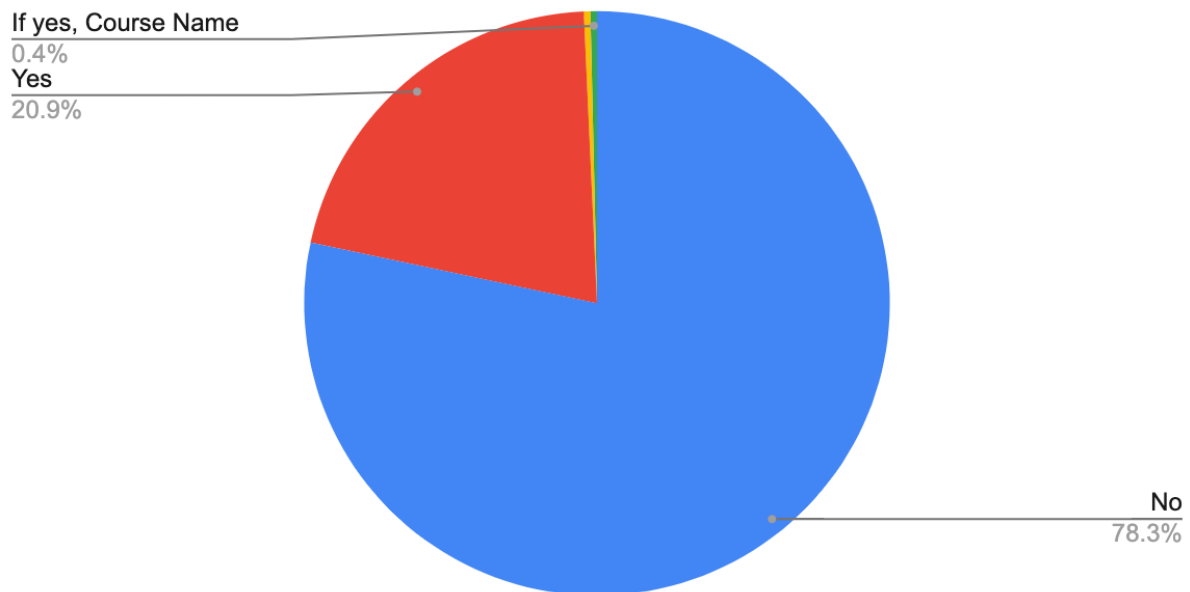
Count of Are you aware of SWAYAM online courses platform?

7.10   Have you enrolled yourself for any course on SWAYAM?

In response to this question it was found out that only 20.9 % of respondents have enrolled for the SWAYAM courses and 78.3 % of them have not yet enrolled for any SWAYAM courses.

Count of Have you enrolled yourself for any course on SWAYAM?

7.11   Are you aware of SWAYAM PRABHA?

It was also intended to enquire that if the students are aware of another Government of India's digital learning platform Swayam Prabha which has a bouquet of over 30 educational channels dedicated to various subjects.

In response to this question, it was found out that 46.9 % respondents are aware of the Swayam Prabha Channels and 53.1 % students are not aware of this platform.

Count of Are you aware of SWAYAM PRABHA?
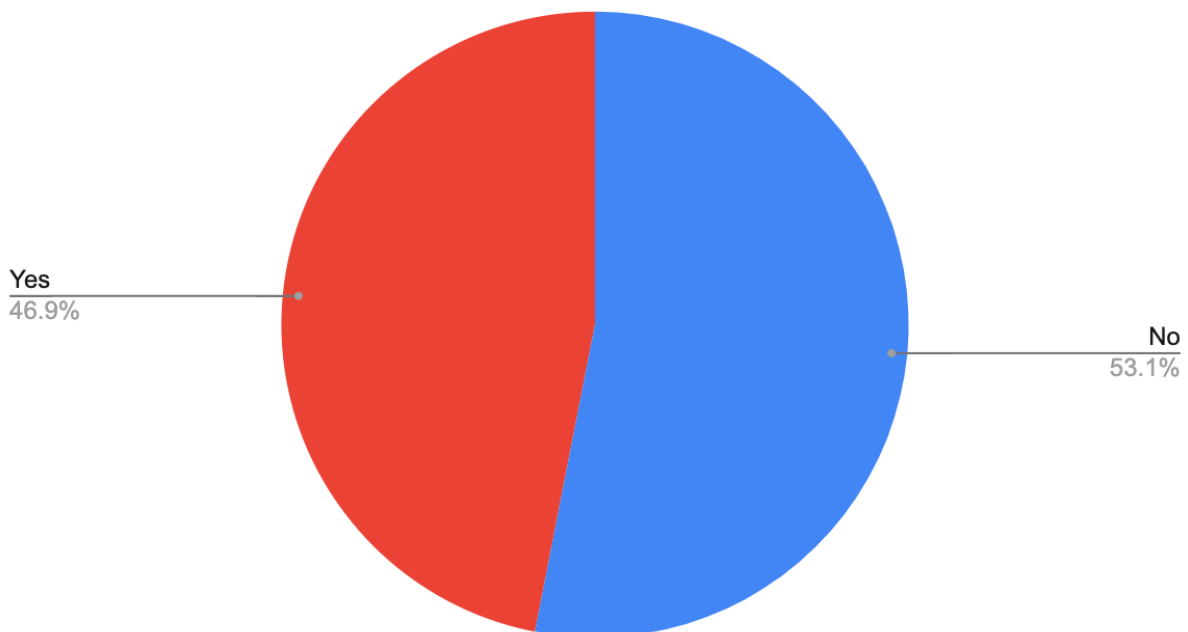
7.12   Have you ever watched a video lecture(s) on Swayam Prabha?

In response to this question, only 27.8 % students said that they watch educational videos on Swayam Prabha while 72.2 % of students do not watch videos on this platform.

Count of Have you ever watched video lecture(s) on Swayam Prabha?

Yes
27.8%

No
72.2%

7.13   Are you aware of IMC MANUU YouTube Channel ?

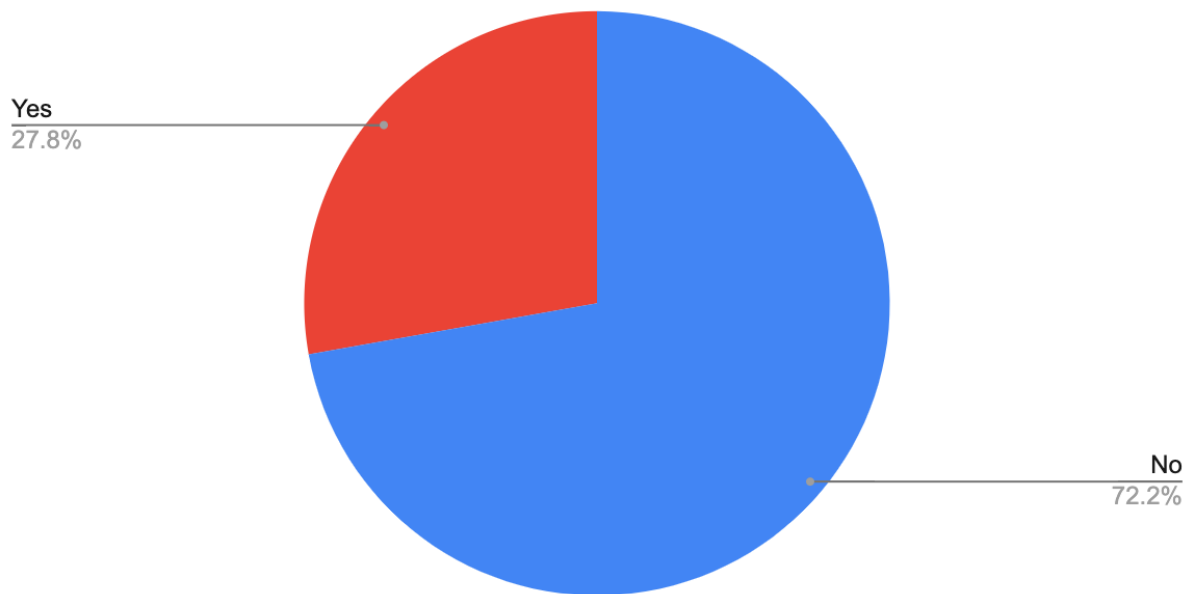This question was specifically addressed to understand the awareness of the channel amongst the students. Maulana Azad National Urdu University (MANUU) Hyderabad has its own YouTube Channel (www.youtube.com/imcmanuu) on which Higher Education Audio-Video programmes along with general enrichment programmes are being regularly uploaded for the benefit of students.

In response to the questions 81.5 % of the students confirmed that they are aware of IMCMANUU YouTube channel.

Are you aware of IMC MANUU YouTube channel (This question is only for MANUU, Hyderabad students)?
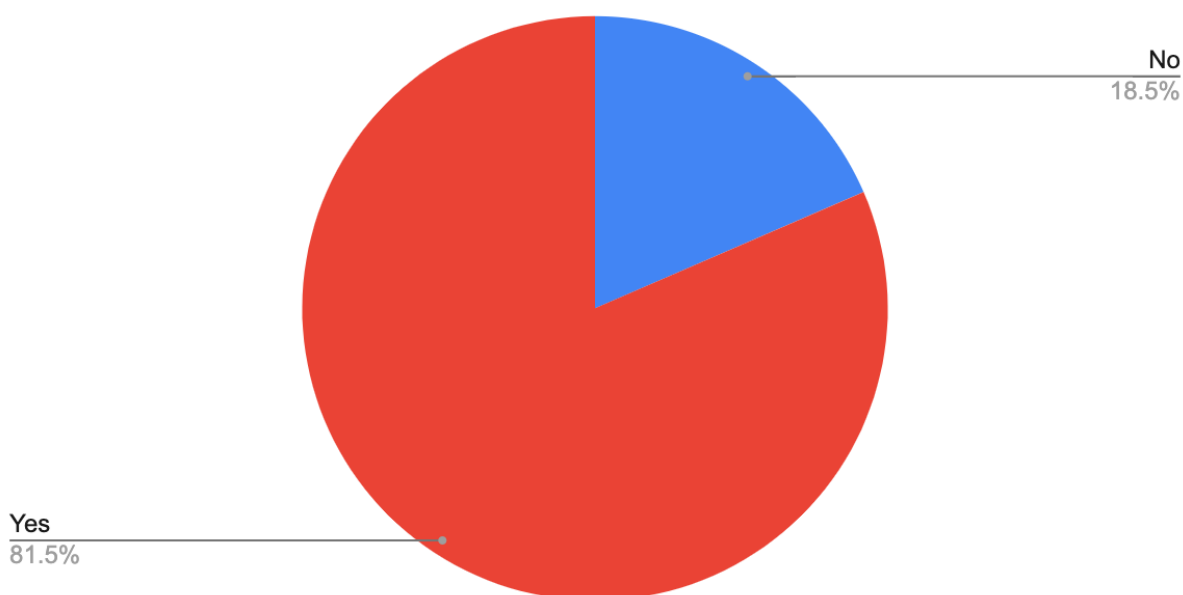
No
18.5%

Yes
81.5%

7.14 Have you ever watched videos on IMC MANUU YouTube Channel ?

This question was again addressed to understand the awareness of the channel amongst the students.

Though 81.5 % of the students confirmed that they are aware of IMCMANUU YouTube channel but only 69.9 % respondents are watching the videos on the IMC MANUU YouTube Channel.

Have you ever watched video lectures on IMC MANUU
YouTube Channel (only for MANUU, Hyderabad students)?

No
30.1%

Yes
69.9%
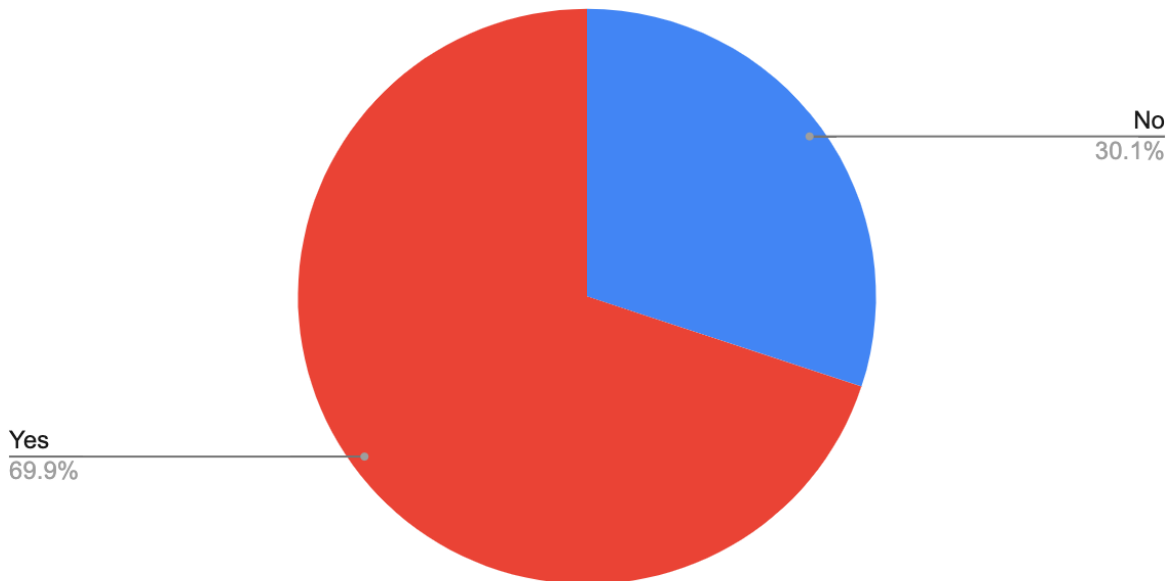
8.   Online Platform Access, Preferences and Expectations

This section of the study was basically designed to understand the pattern of online platform access, difficulties faced by the students during the online learning process, what are the expectations and preferences of students from the teachers , digital platforms during the online learning process and suggestions etc

This is the biggest section of the study and has been divided into 29 subsections/chapters as follows.

8.1   Did your teacher share content/Notes/Study Material online with you?

The basic workflow of the online education is utilizing an online platform for interacting and sharing the content online with the target audience.

In response to this question, 92.4 % students confirmed that their teachers shared the content with them online while 7.6 % said no.

Count of Did your teacher share content/notes/study material online with you?

No
7.6%

Yes
92.4%
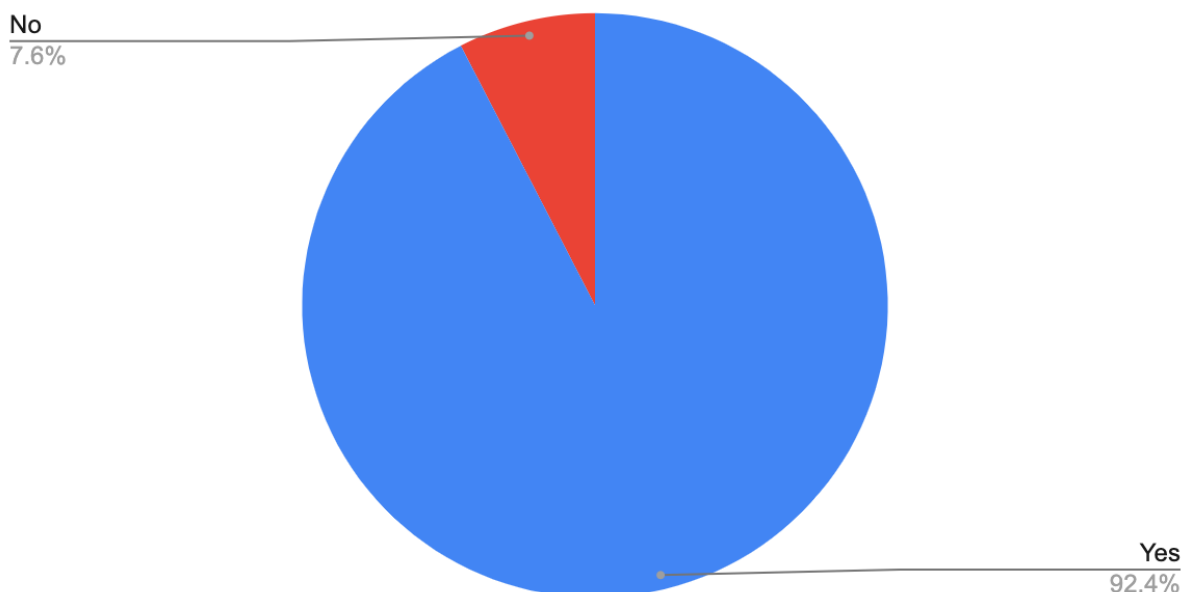
8.2 How did your teacher share study material?

Since teachers use multiple platforms to share the study material therefore in this question, respondents were given a choice of choosing more than one platform. In response to this question, most of the students opted for more than two platforms but whatsapp remains the most used platform for sharing the study material followed by Google Classroom and email. This study shows that teachers used more than one platform to share the study material with students and 76.2 % students said that study material was   shared by the teachers through whatsapp.

Count of How did your teacher share study material?

Through Google Cla…
2.2%

Through Whatsapp,…
14.1%

Through Whatsapp,…
9.4%

Through email
4.7%

Through Whatsapp,…
11.9%

Through Whatsapp
40.8%

Through Google Cla…
11.6%
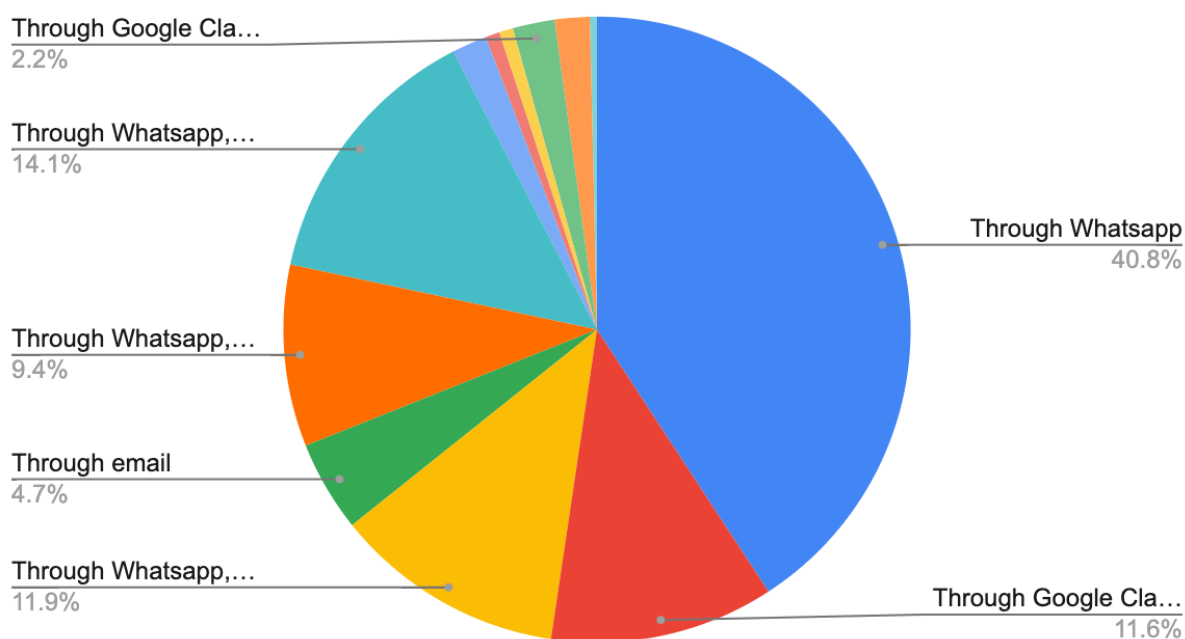
8.3   Does your teacher conduct any online exam?

In response to this question, 66.4 % students said that no online exams were conducted by their teachers while 33.6 % said that online exams were conducted by their teachers.

Count of Does your teacher conduct any online exam?
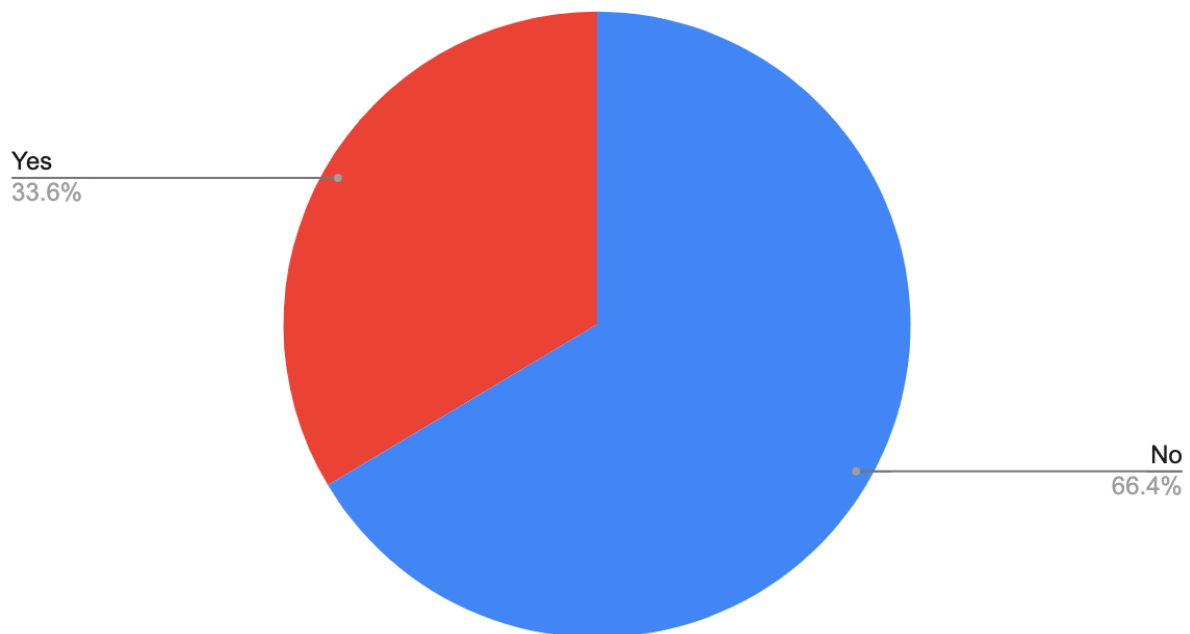
8.4   During lockdown, how many hours per day did you spend on the internet?

This question elicited multiple responses and the per day internet usage ranged from one hours to 12 hours.

Count of During lockdown, how many hours per day did you spend on internet?
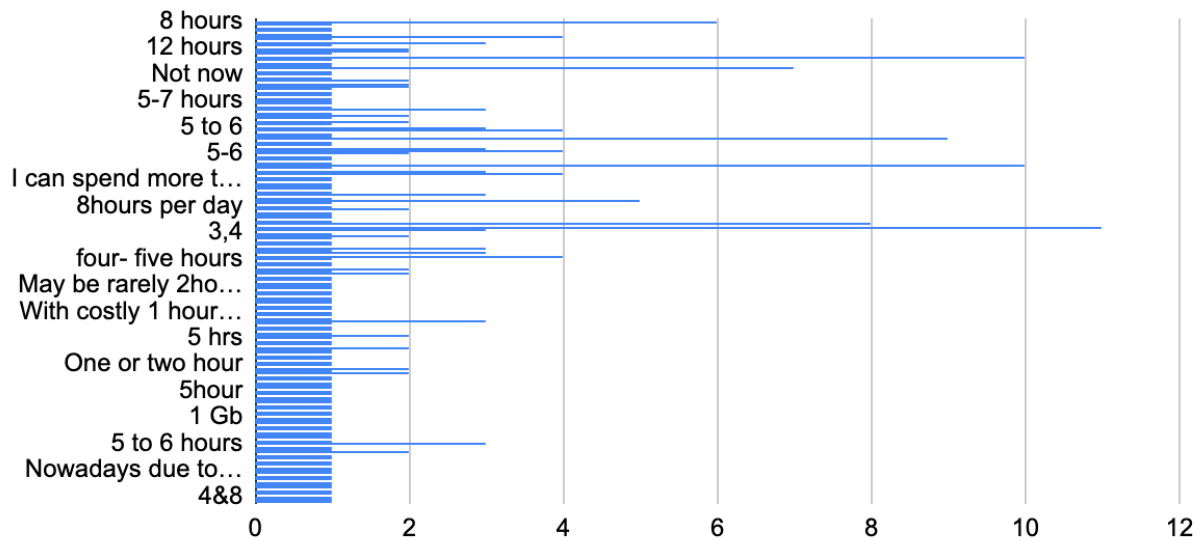
Count of During lockdown, how many hours per day did you spend on internet?

8.5 During lockdown, how many hours per day did you spend on Online Learning?

This question also elicited multiple responses and the per day online learning ranged from one hour to 7 hours.
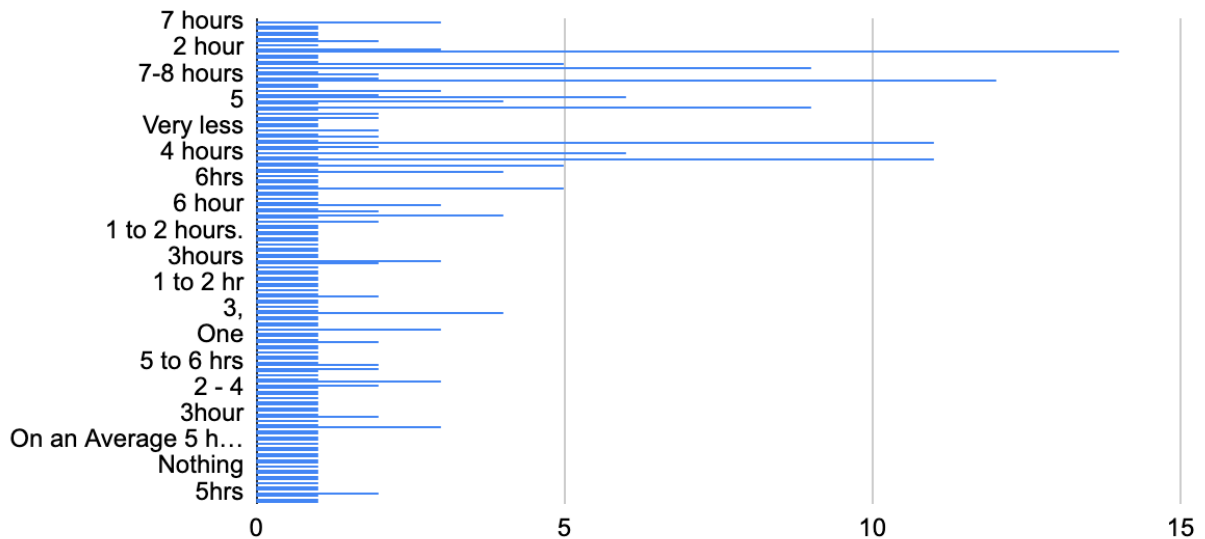
Count of During lockdown, how many hours per day did you spend on Online Lea…

8.6   Which online learning mode do you prefer?

In response to the question 19.5 % students said that they prefer the recorded videos through whatsapp while 48 % students preferred live class through video conferencing. There are 26.4 % students who prefer to get printed notes through whatsapp. Some students prefer a combination of both and video sharing through YouTube and other means.

Count of Which online learning mode do you prefer?
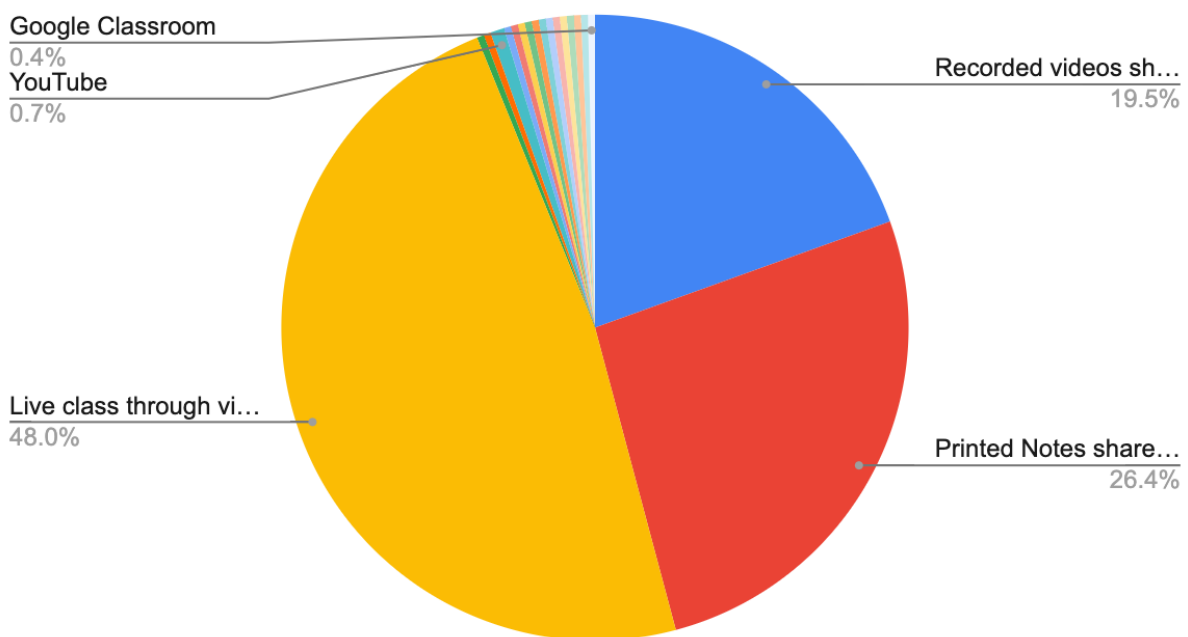
8.7   Do you think online class is a good substitute for face to face learning with a teacher ?

In response to the question 62.8 % students said that online class is not a good substitute for face to face learning with a teacher while 14.1 % students said yes online class is a good substitute for face to face learning and 23.1 % said it may be a good substitute for face to face learning.

Count of Do you think online class is good substitute to face to face learning with teacher
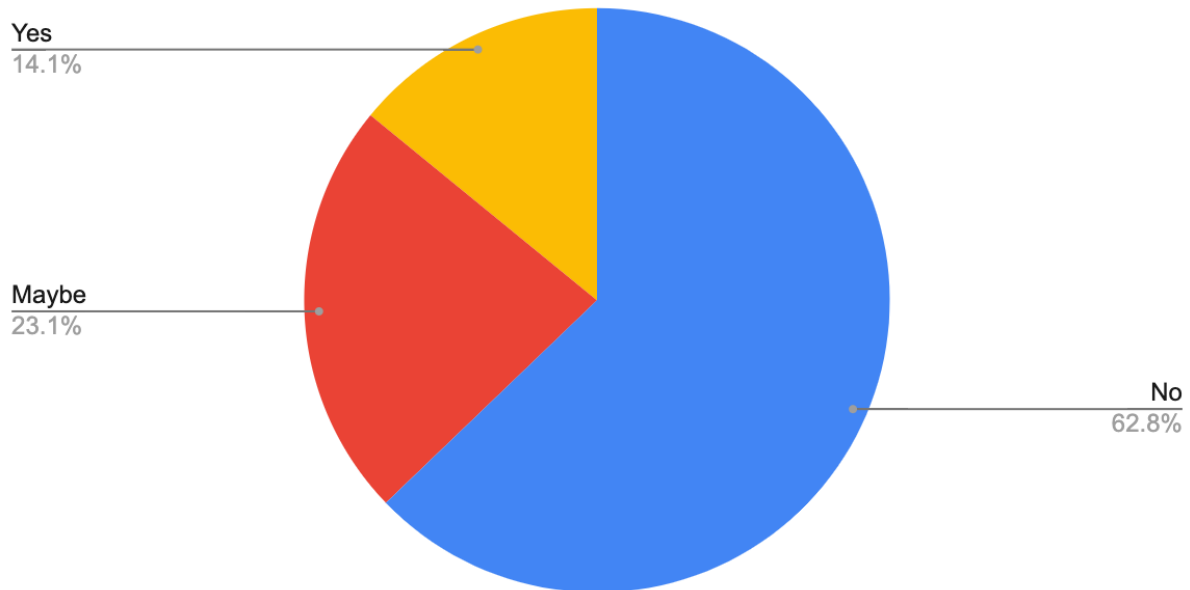
8.8   Do you think teachers require training to conduct online classes?

In response to the question 54.5 % students said that yes teachers require training to conduct online classes while 18.1 % students said that teachers don't need any training.   27.4 % of students felt that teachers may require training.

Count of Do you think teachers require training to conduct online classes?

Maybe
27.4%

Yes
54.5%

No
18.1%
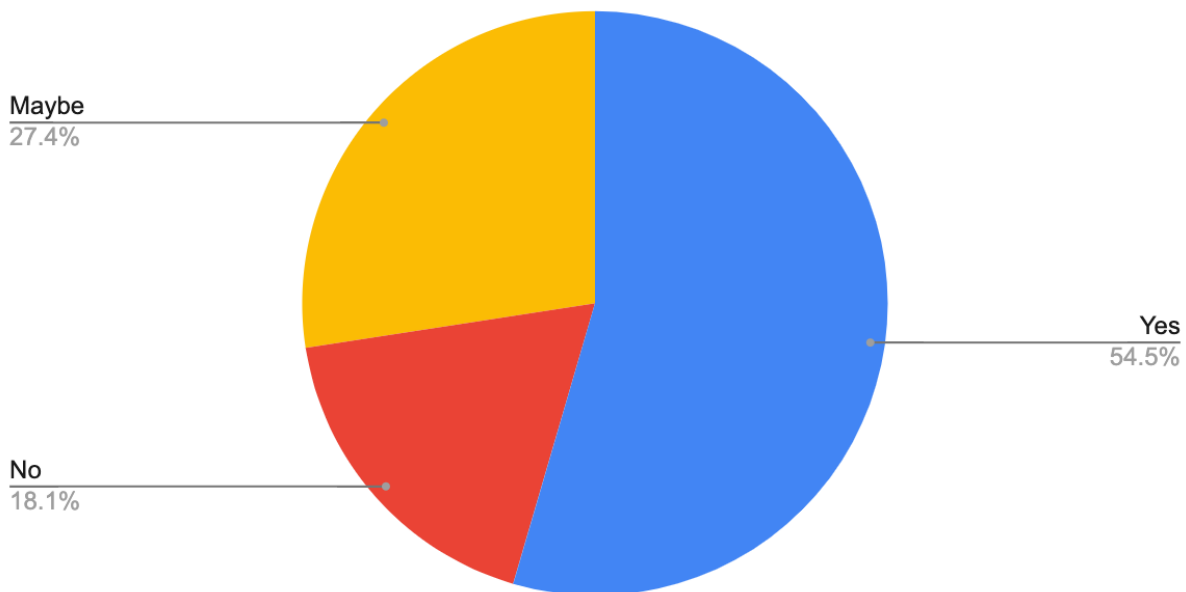
8.9 Do you think students need training to access online classes?

In response to the question 64.6 % of students felt that yes students require training to access online classes while 16.6 % students said that students don't need any training. 18.8 % students were not sure about it.

Count of Do you think students need training to access online classes?

No
16.6%

Maybe
18.8%

Yes
64.6%
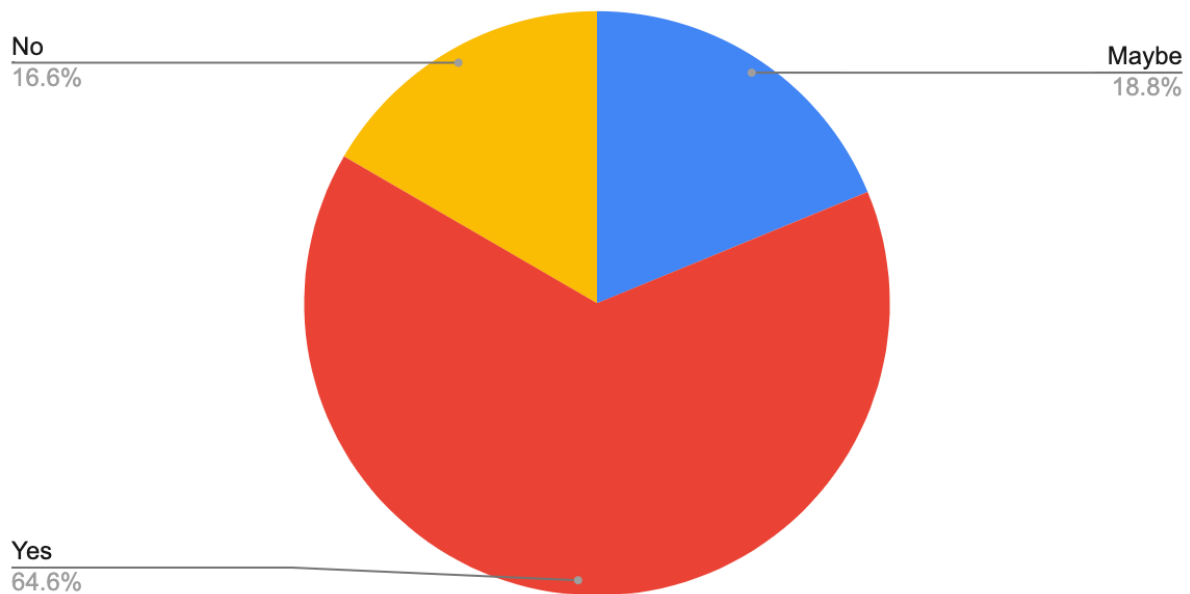
8.10   Do you think attending online/live class is a boring task?

In response to the question 41.9 % of students felt that yes online class is a boring task while 33.6 % students said that online classes are not a boring task. 24.5 % of students were not sure about it.

Count of Do you think attending online/live class is a boring task?
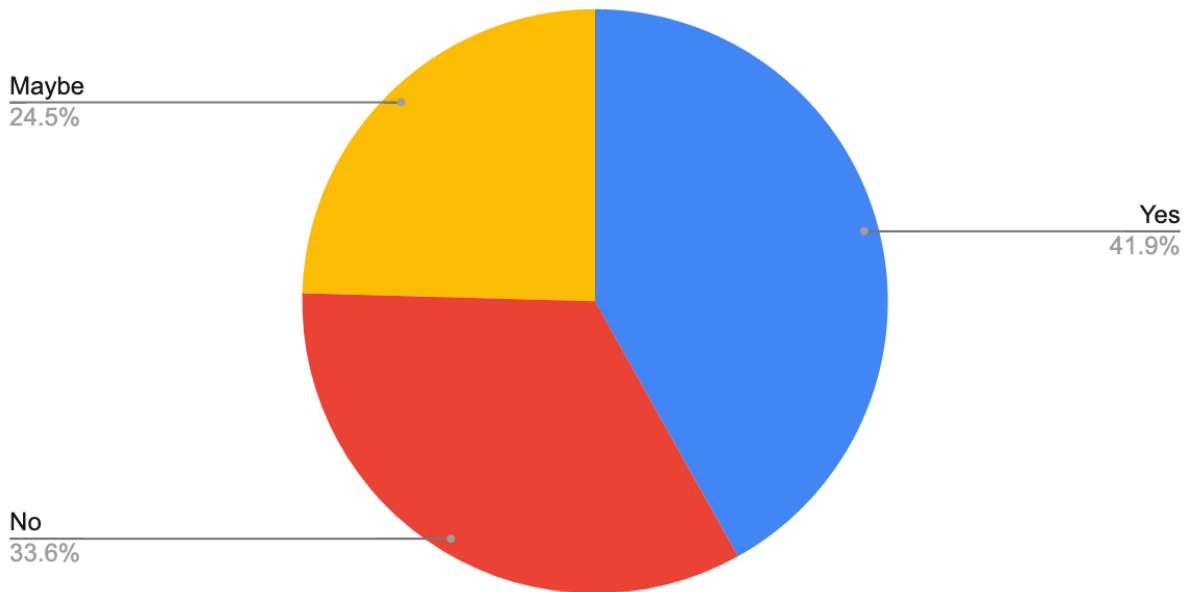
8.11   Do you think attending online/live classes is stressful?

In response to the question 35.7 % of students felt that online class is not stressful while 44.4 % students said that online classes are stressful. 19.9 % of students were not sure about it.

Count of Do you think attending online/live classes is stressful?
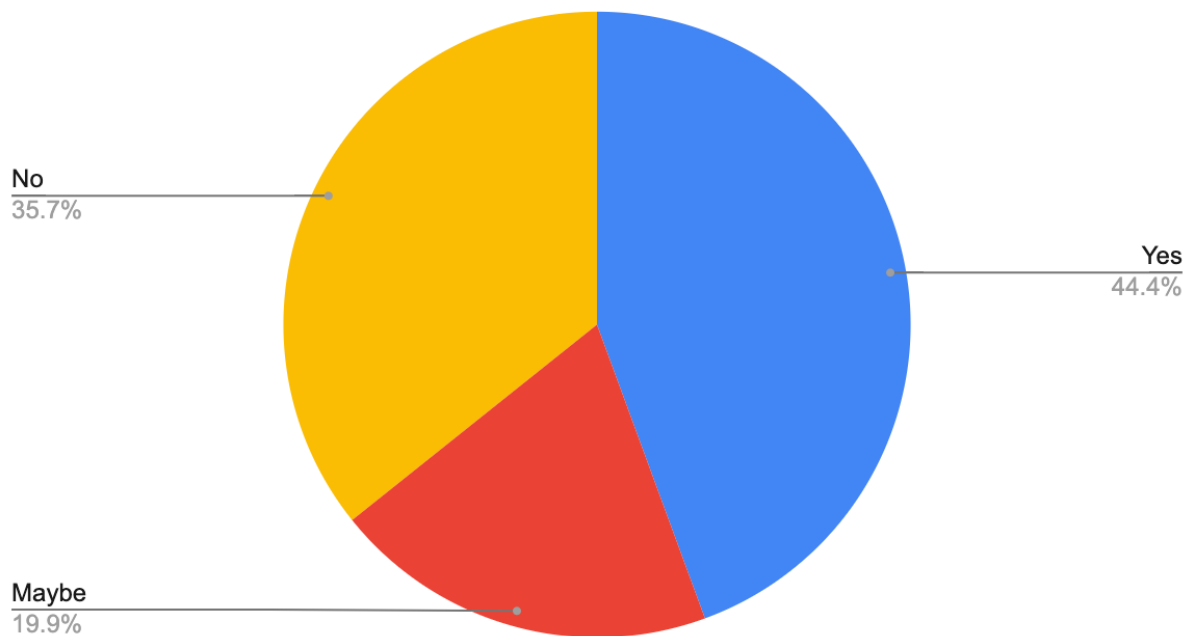
8.12 Attending an online exam is more difficult than an offline exam?

In response to the question 62.1 % of students felt that online examination is more difficult while 20.9 % students said that online examination is not difficult. 17 % of students said online exams may be difficult.

Count of Attending online exam is more difficult than offline exam?

Maybe
17.0%

No
20.9%

Yes
62.1%
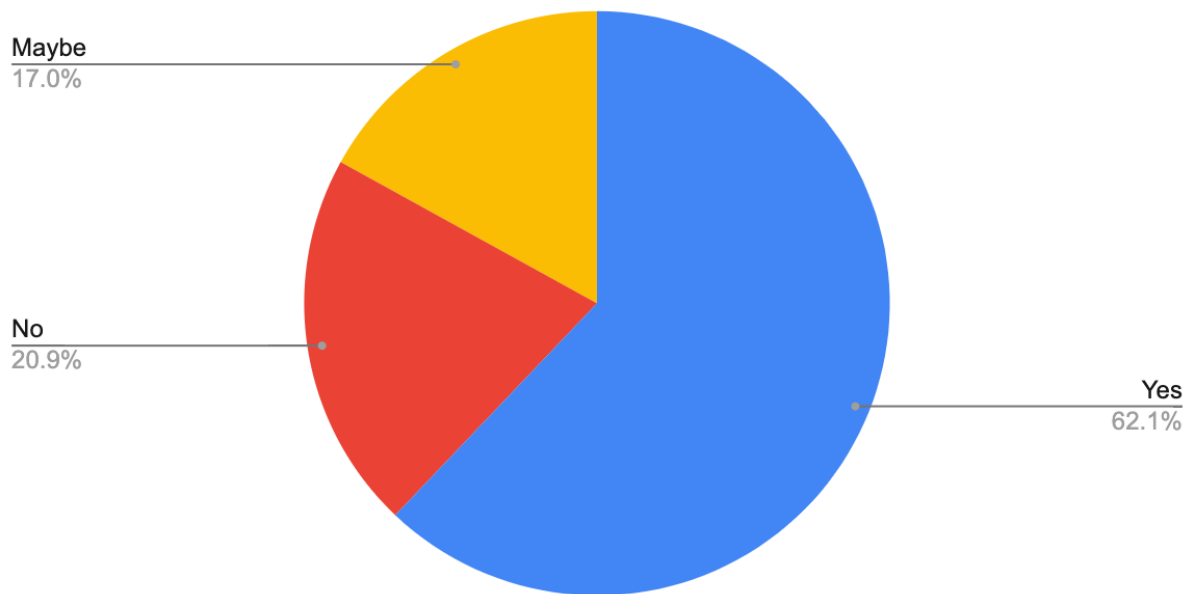
8.13   Concentrating/Paying attention to Online class is difficult?

In response to the question 76.2 % of the respondents felt that paying attention in online class is difficult while 19.1 % students said that it isn't difficult. Others say that it depends on the teacher, the number of lectures happening a day and network quality as well.

Count of Concentrating/Paying attention to online class is difficult?
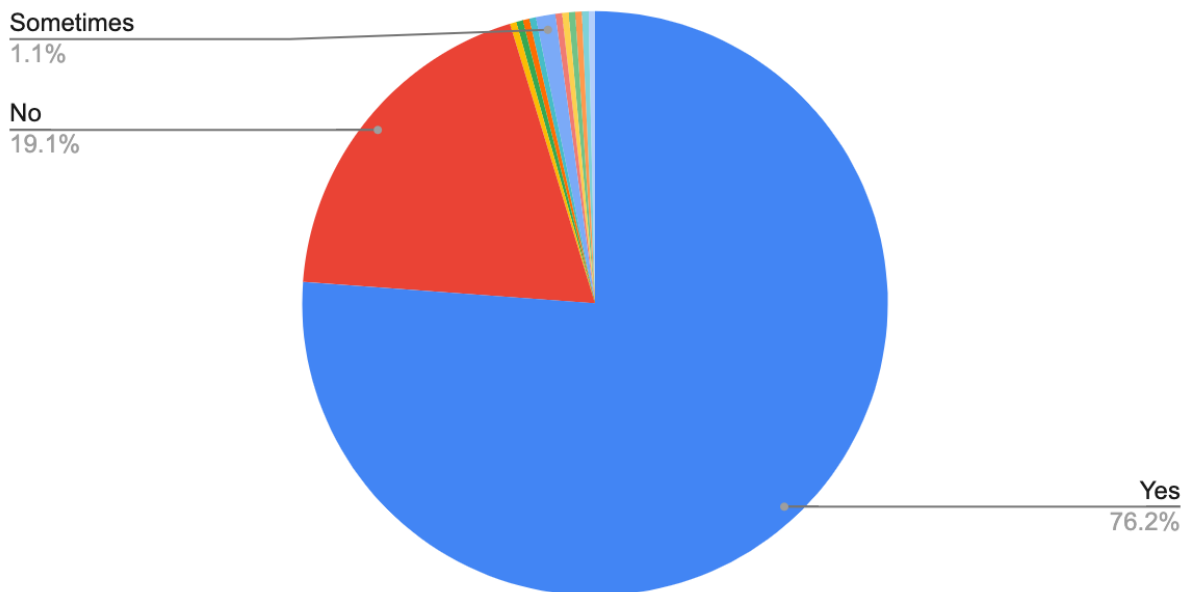
8.14 Do you think online classes helped in continuing your studies during lockdown?

In response to the question 60.3 % of students felt that online class helped them in continuing their studies during the lockdown while 19.1 % students said that it does not. Others are not sure about it.

Count of Do you think online classes helped in continuing your studies during lockdown?

Maybe
20.6%

Yes
60.3%

No
19.1%
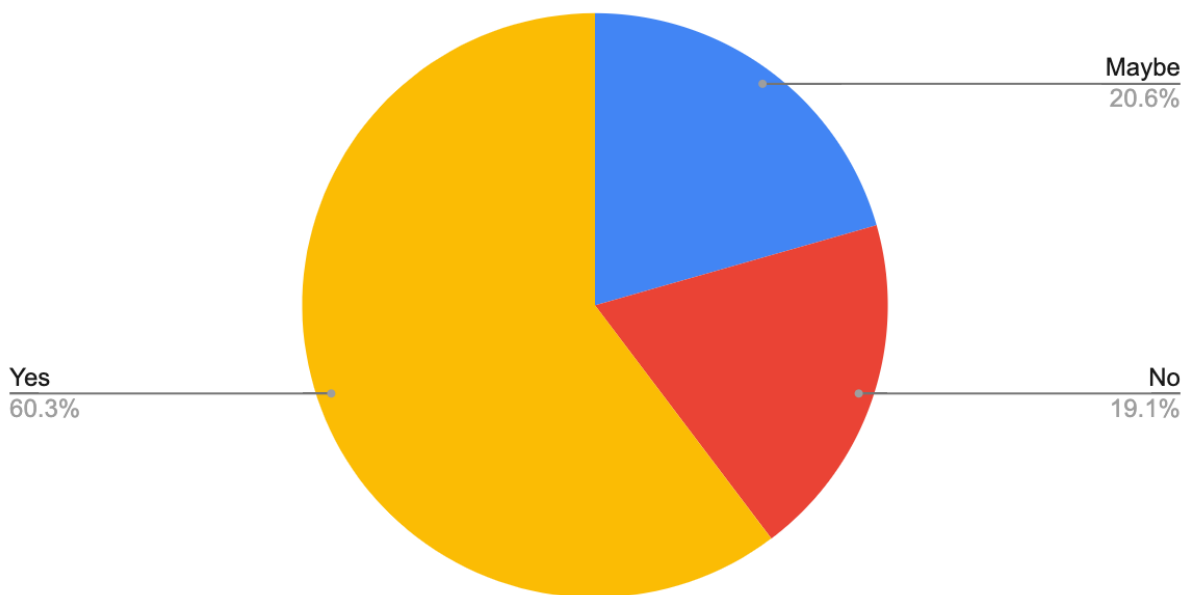
8.15 Is Online Class more effective than face to face mode to understanding concepts?

In response to the question 71.5 % of students felt that face to face class is more effective in understanding the concepts while 16.2 % students said that online classes were better in understanding the concepts. 12.3 % of students were not sure of it.

Count of Online Class is more effective than face to face mode to understanding concepts?

Yes
16.2%

Maybe
12.3%

No
71.5%
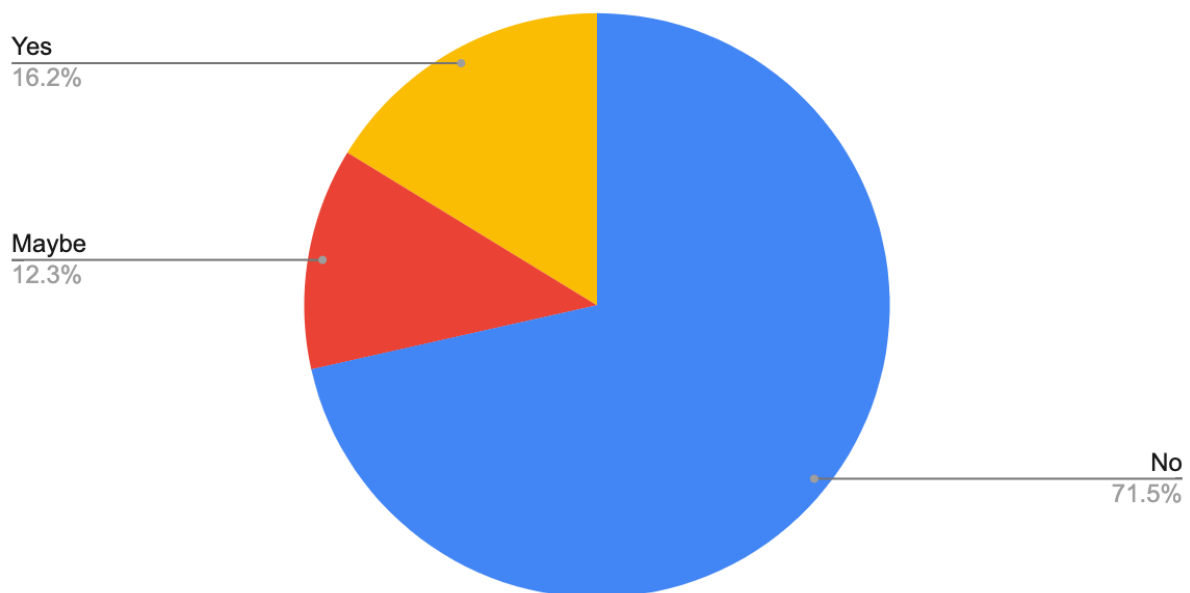
8.16 What should be the combination of Online and Face to Face mode of Classes, in future?

In response to the question 41.9 % of students felt that it should be the combination of 25% Online,75% face to face. and 18.8 % of students felt that it should be 100% face to face. 26.7 % say that 50% Online and 50 % face to face. 9 % were of the opinion of 75 % online and 25 % face to face.

Count of What should be the combination of Online and Face to Face mode of Classes, in future?
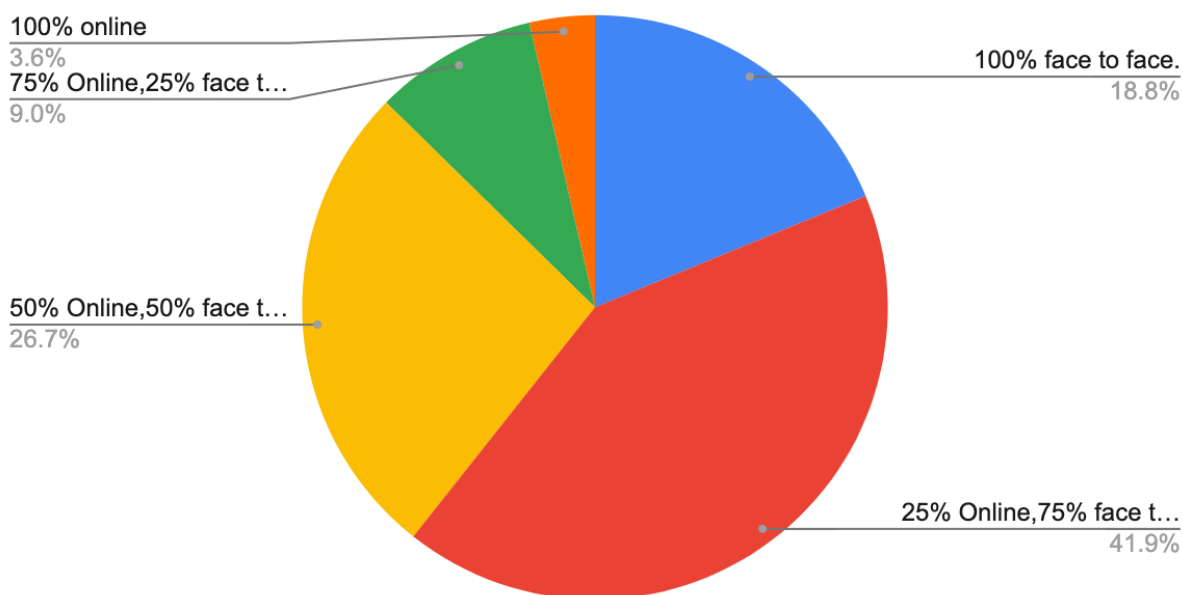
8.17   What are the issues you face while learning online?

In response to this question the majority of students complained about the lack of proper internet connectivity, disturbance of surroundings, unable to interact with the teacher and fellow students, lack of communication devices such as the laptop were few of the major issues quoted by the students.

Count of What are the issues did you face while learning online?(tick all that apply)

8.18 Which online learning platform is most suitable to you?

In response to this question the majority of students 59.2 % preferred the live class by teachers on a platform like ZOOM, Google Classroom etc while 34.3 % preferred Video lecture/assignment shared on whatsapp. Few students also preferred the Youtube video uploads and live classes through Facebook.

Count of Which online learning platform is most suitable to you -

None of them because…
0.4%

Live lecture on Facebo…
1.1%

Video lecture/assignm…
34.3%

Live class by your teac…
59.2%
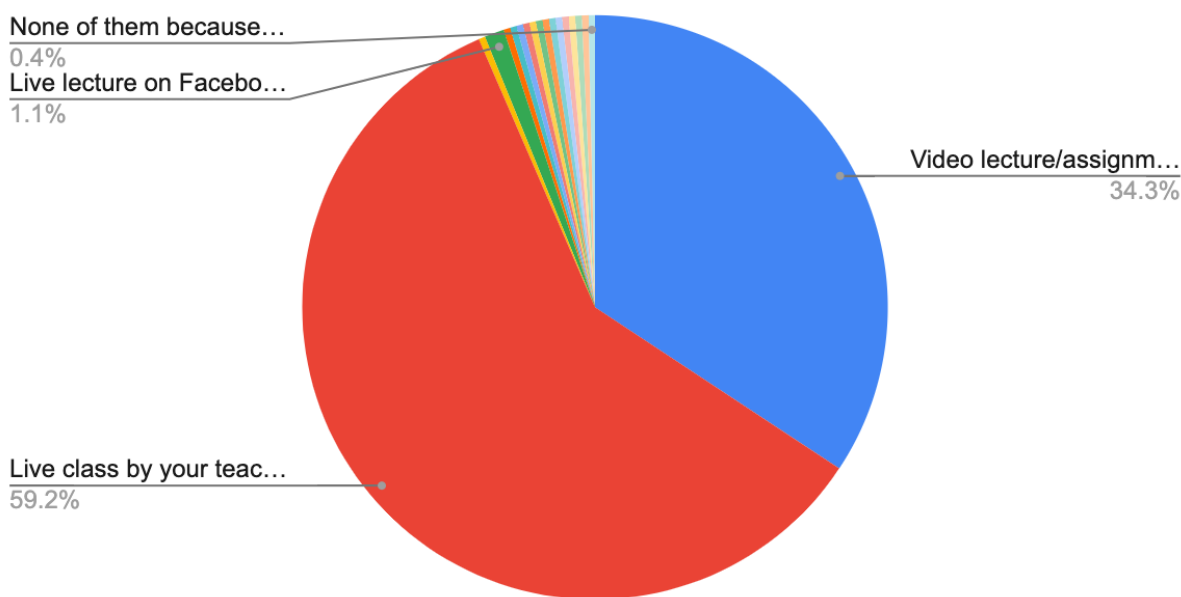
8.19   Is mobile comfortable for online class?

Though mobile was the most used device during the lockdown but in response to this question the majority of students 37.5 % said no to online classes through mobile device while 35.7% found Mobile comfortable for the online classes. 25.3% students were not sure about this but few suggested a bigger screen device like laptop for online classes.

Count of Is mobile comfortable for online class ?

Laptop
0.7%

Yes
35.7%

No
37.5%

Maybe
25.3%
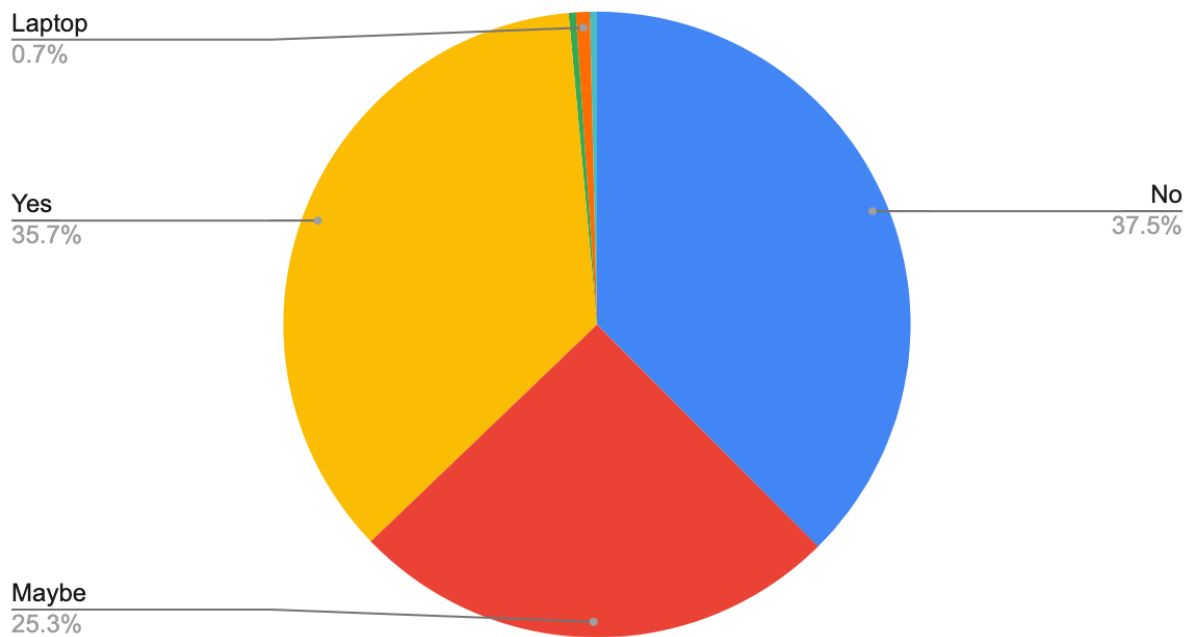
8.20 Do you think online class is a good substitute for face to face learning with a teacher?

In response to this question, 64.3 % students said that Online class is not a good substitute for face to face learning with a teacher while 19.1 % students felt that it is. 16.6 % of students were not sure about this.

Count of Do you think online class is good substitute to face to face learning with teacher?
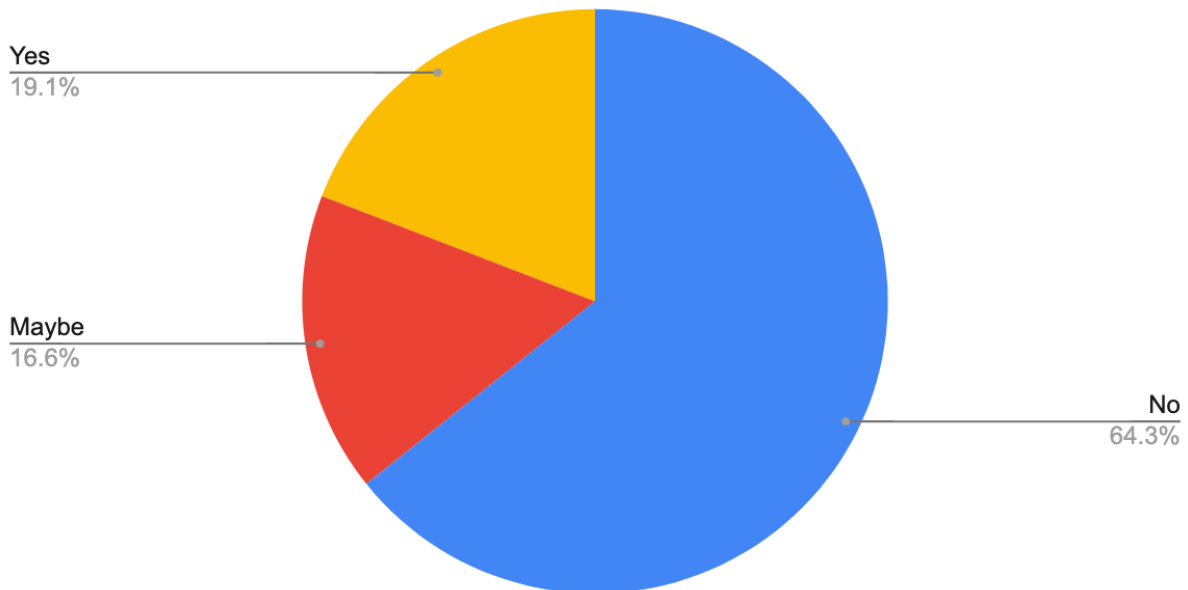
8.21 During lockdown conditions how would you prefer to get online education?

In response to this question, 46.2 % students said that they would prefer sharing video lectures and assignments on whatsapp etc while 46.6 % students felt that live online class with the teacher is a better option. Few preferred both the options.

Count of During lockdown conditions how would you prefer to get online education-

Whatching video lectures
0.4%

sharing of video lectur…
46.2%

live online class with th…
46.6%

zoom
0.4%
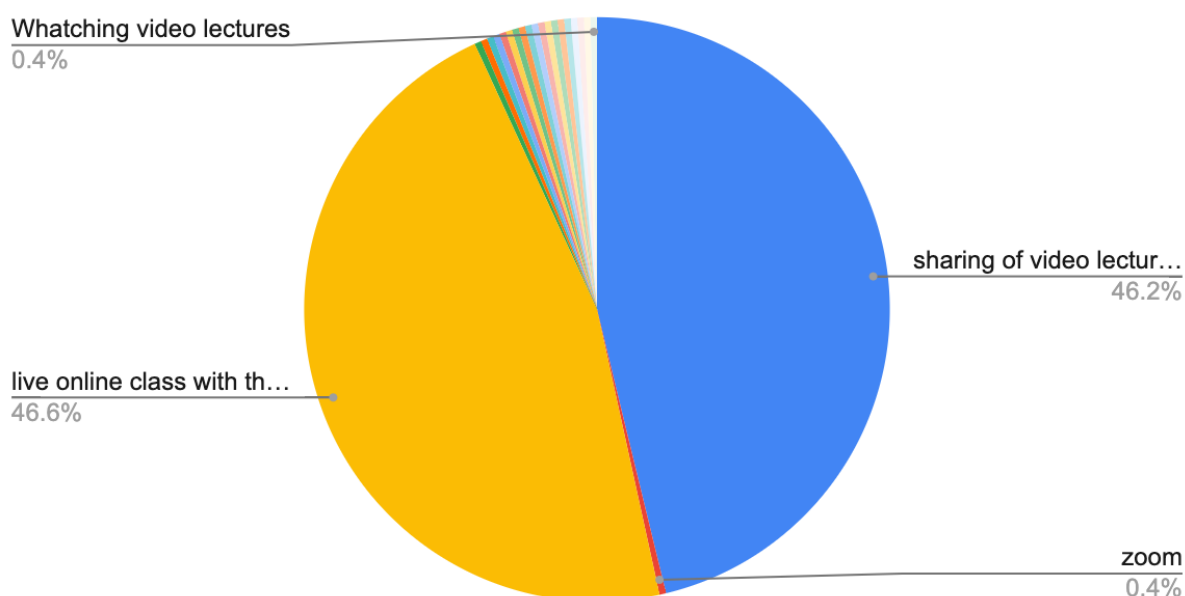
8.22 How can content be shared with your colleagues during lockdown who don't have internet facilities, mobiles or laptops -

In response to this question maximum students suggested to make phone calls to share the content with those students who don't have internet facilities, mobiles or laptops.

Count of How can content be shared with your colleagues during lockdown who don't have internet facilities, mobiles or…

Category	
Through family me…	
Phone call	
Via email	
NOTHING	
Don't know	
Group mails	
Not know	
Helps to others fri…	
On his family mem…	
Family members…	
Friends to share	
No idea if they don…	
Watsapp .email ….	
Teacher's unable t…	
Who has not any f…	
email	
Don't take online c…	
Everyone has mob…	
We can continue…	
Classmates shoul…	
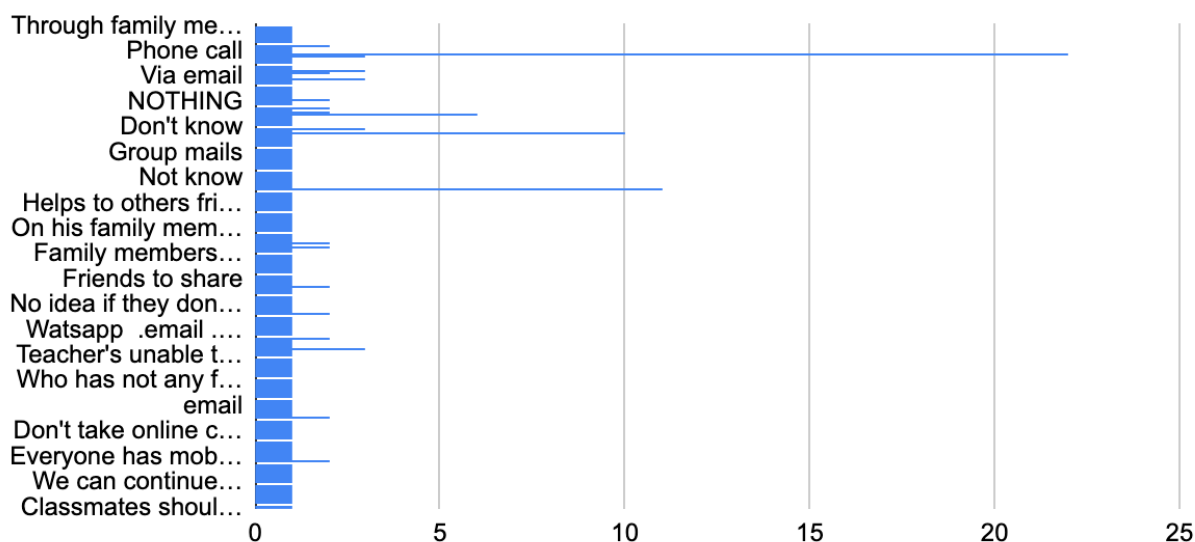
Count of How can content be shared with your colleagues during lockdown who d…

8.23 Do you think Online learning should be continued along with conventional learning even during normal circumstance

52 % of the respondents feel that online learning should be continued after the lockdown as well, while 48 % say no.

Count of Do you think On Learning learning should be continued along with conventional learning even during norm…

Yes
52.0%

No
48.0%
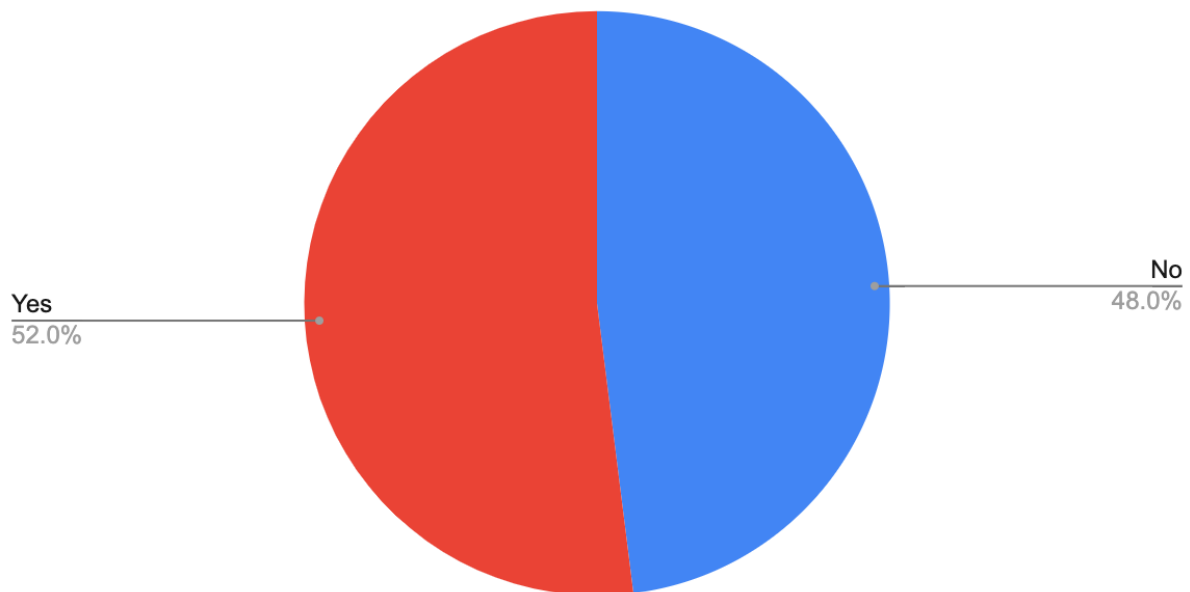
8.24 Do you think exams should be conducted online during lockdown?

61.1 % students feel that online examinations should not be conducted during the lockdown while 19.1 % say yes and 19.5 % were not sure.

Count of Do you think exams should be conducted online during lockdown?
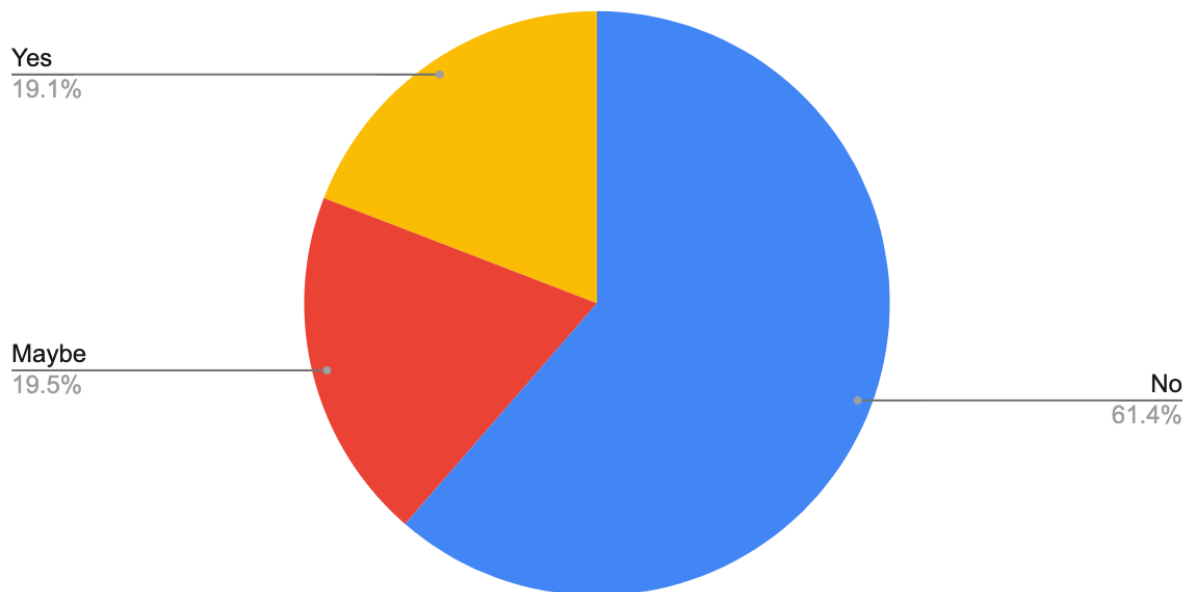
8.25 Do you think July month is a good choice to conduct examinations

52 % students feel that examinations can be conducted during July while 17.3 % say no and 30.7 % were not sure.

Count of Do you think the month of July is a good choice for conducting examinations?

No
17.3%

Maybe
30.7%

Yes
52.0%
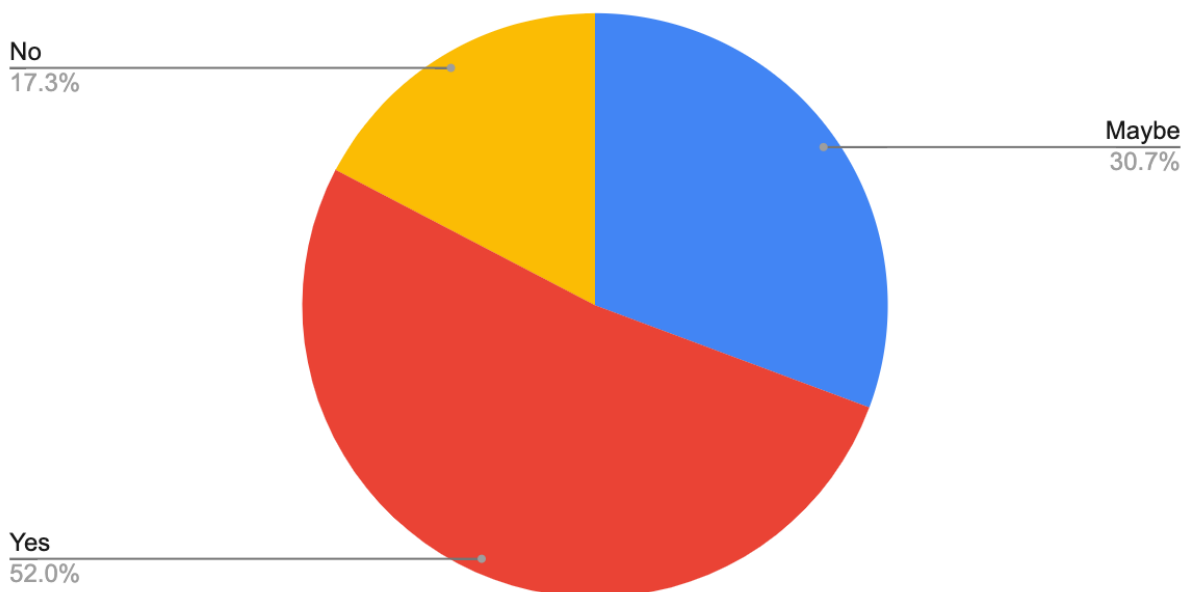
8.26 Do you think September month is a good choice to begin the new academic session

65.7 % students feel that September is a good choice to begin the new session while 8.7 % say no and 25.6 % were not sure.

Count of Do you think the month of September is a good choice for beginning new academic session?

No
8.7%

Maybe
25.6%

Yes
65.7%
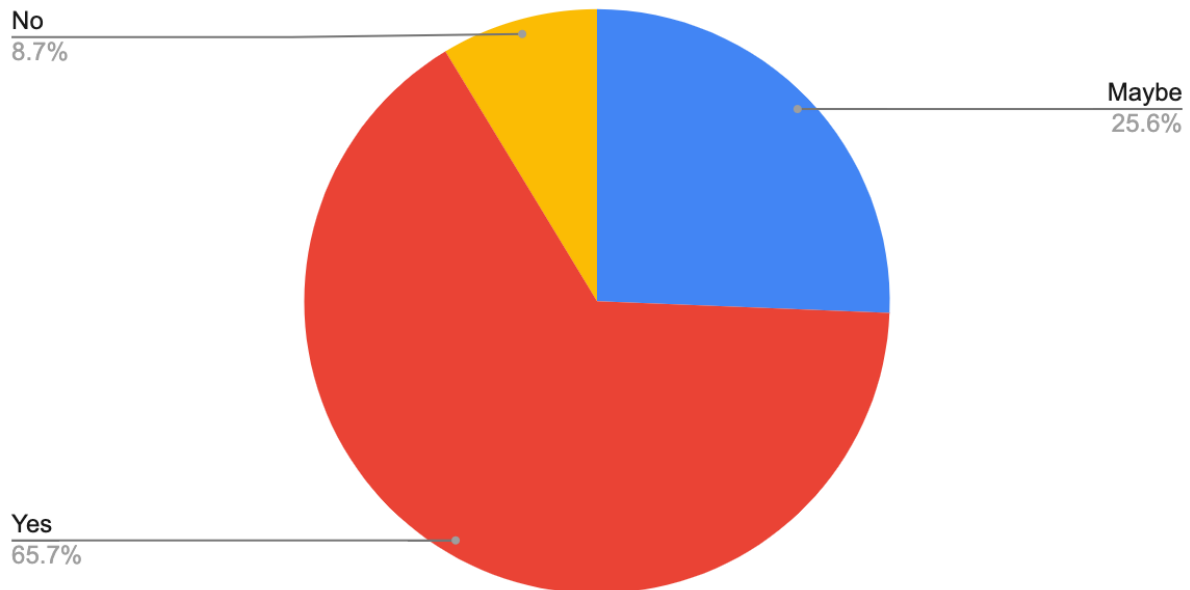
9.   Student's Suggestions

Online education during lockdown was a unique experience for the students, therefore suggestions were invited from the students to know the issues and challenges faced by them during the lockdown and their suggestions thereon.

This section of the study received multiple suggestions from the students out of which few suggestions have been compiled are as follows-

The class should conduct alternatively If the class will conduct continually then the students became depressed and headacheful.
Online exams is not a good idea because many of the students lived in rural areas and they don't have Internet access or good Internet speed and many of the students have not accessed with mobile or laptop.
Each and every department HOD and professors connect with zoom meeting app and think about it how to enhance our online education comfort for everyone.
Exam should be in multiple choice in nature not subjective.
Don,t take classes continue for 5 hours it,s too stressful.
My suggestion is take exam in offline mode because everyone has no training to give online exam.
Promote students on the basis of internal and previous year marks..
Take Assignmens rather than exam and promote students to next class
Kindly conduct exam in august we arr not getting enough time to study due to lockdown and other circumstances facing at home.
No suggestions
آن لائن کلاسز یا امتحانات اسی وقت مفید اور بہتر ثابت ہوں گے، جب تک کہ تمام طلبہ کے پاس ٹیکنالوجی کی سہولیات دستیاب ہوں اور ان تمام چیزوں کو اچھے طریقے سے استعمال کرنے کے بارے میں معلومات بھی ہو تبھی جاکر ہم ابھی صرف اور صرف کلاسز کر سکتے ہیں اور امتحانات کا انعقاد کرا سکتے ہیں مزید اس میں بہتری تبھی کی جا سکتی ہے جب تک کہ برفرد جو تعلیم وتعلم سے منسلک ہے ان تمام چیزوں سے سے بخوبی واققیت ہو۔۔۔
online teaching learning and evaluation process is very difficult at village area. Because network connection is very poor in village area. And every learner has not same condition. This is why some learner have not electronic device. Without electronic device online teaching and evaluation process is difficult. As for as my thinking is concerned any electronic device is giving some of students which condition is very poor. Online

teaching and evaluation process can easily run.
I think we should go for a zoom online classes if all our students have stuff like a very good speed of internet and laptop that's it.
Teachers have to send the videos frequently, and internet connection should be good.
Take only 2-3 classes in a day. Student are facing very stressful during online learning by his smart phone. Online learning by mobile phone directly effect on student hralth.
Class ke darmain recording on rakhe or class khtm hone par us ko upload kar de take jin logo ka network issue ke wajha se disconnect ho gaye ho wo bad main us lecture ko sun le
There are some which mobile and proper internet facility, so my request is that give some flexibility, thank you.
My I suggestions provide laptops all students
My suggestion as like no exam in this semester and make result this semester 50% internal evaluation (assignment, sessional test, project work and practicum) and 50% previous exam obedient marks……
I want online classes is attending of all student, but some problem I,e smart phone, laptop internet connection etc in rural area,so if any other source of learning and teaching,But in this time online classes is good.zoom app is not safety Google classes secure and good and swayam parbha
We are looking for the conducting offline exam in the month of September. Please sir it is good for us. Because we don't have sufficient Internet facilities as well as electrical facilities.
Organize training for teacher as well as student for online teaching. The class will be minimize for 30 minute and not more than 3 classes per day.
After making a video of the class that is online, it should be shared so that the children who are not able to attend the online class for some reason. He could later benefit from watching that video.
Teachers shouldn't put burden of assignments on students, they should understand the condition. Many students are stressful due to the lack of internet connection and the burden of studies. Because many of us haven't notes, laptop or other sources and can't make the surrounding as hostel.
My suggestion is to conduct semester exam after lackdown, and Online exam is not good, because 1. Internet problem 2. All material at University Hostel 3. Lack of study material 4. Lack of discussion with classmates. 5. Offline exam is good.

10. Conclusion and Recommendations by the Researcher

This study on student's feedback on Online education was an attempt to analyse the student's perspective on online education, how did students perceive the online education, issues and challenges they faced during the lockdown and their suggestions thereof.

277 students of various Deptts, Colleges of MANUU from all across India participated in this study.

One of the most important factors for online study was the Infrastructure Availability for online Education such as electricity, internet and electronic devices availability with the students. **In response to the infrastructure availability, over 80 % students said that they have electricity and internet connectivity in their area**, however few students responded that though electricity is available in their area there are frequent cuts or it is available for less number of hours. As per this study, electricity reaches the maximum/ learners but there is a small section of the students who have responded about the frequent power cuts and in some cases electricity is not available which needs attention.

Electricity and internet access are the prerequisite for online education and the majority of students i.e; 70 % of the students have suggested that internet is available at their homes. However, approximately 30 % of the students expressed that they don't have internet connectivity at their homes. It means that 30 % of students remain devoid of online learning during the lockdown which is a sizable population. **Also, the majority of students who have internet connection at their home complained about the lack of proper internet speed.**

Since electricity and internet connectivity are the basic requirement for online learning therefore it is recommended that areas where electricity and internet connectivity is not available or has poor connectivity(internet speed) needs to be identified and infrastructure may be upgraded accordingly. Easy way of identifying those areas is to request the basic details from all students at the time of admission such as availability of electricity, internet connection, electronic devices in their area and at their home to enable the Government and Institutions to frame a policy for online education in future.

In today's digital world, the internet and electronic devices like laptops have become an integral part of students' lives as they access a quite good amount of information through digital education resources. It is therefore strongly recommended to provide subsidised or free educational internet data plan as well as subsidised access of laptop or other devices.

The study data shows that the majority of students have a smartphone/android mobile with them and most of them use their mobile devices and laptops to access online learning. Looking at the students choice, digital tablets may be a suitable option to access the online classes in future.

A large section of the students i.e approximately **80 % students** expressed that they were already aware about the Online learning platforms and **inorder of their preferences for live classes, students liked online teaching through ZOOM platform followed by YouTube live and Google meet.** Google Classroom was the most used Learning Management Systems by the teachers followed by Moodle.

The study also authenticated that whatsapp was the most used platform to share the study material with students followed by email and Google Classroom. The study data also suggested that students prefer the recorded videos and printed notes through whatsapp and live class through video conferencing.

This indicates that during the online learning, students can be engaged constructively by using multiple apps for pre class and post class activities, which also advocate the flipped and blended learning system. This study suggests that Emails and Whatsapp are the best platforms to share preclass and post class study material in form of videos and printed material with the students. Further, to add a new dimension to online learning, study material may be complemented with a live class through an app like ZOOM, YouTube Live or Google classroom can be very rewarding and duration of live classes per day can be one to two hours.

Swayam and Swayam Prabha are two of the major digital education platforms of Govt of India where courses and audio-visual educational resources of almost all disciplines can be accessed free of cost. But most of the students are not aware of these platforms. **Over approximately 45-55 % students are not aware of digital learning platforms such as SWAYAM and Swayam Prabha. There is a strong need of making students aware of these initiatives which are largely free to use platforms for all grades of the students.**

Also, efforts should be made to ensure the student's registration to these Digital Platforms such as SWAYAM and SAWAYAM PRABHA, IMCMANUU YouTube Channel at the time of admissions itself. Since digital learning platforms play an important role in the learning process therefore this may be made compulsory to all students.

Students also suggested that live online learning should not exceed one to two hours a day as it is difficult to pay attention for longer duration during online classes. Since online learning involves the continuous engagement with the computer screen, Institutes need to evolve a policy of delivering online classes keeping the health of the students into consideration.

Majority of students felt that the pedagogy can be a good combination of 25% Online,75% face to face learning and online learning should be continued after the lockdown as well.

A sustained effort by the institutes and teachers is required to make students aware of online learning platforms through blended and flipped mode of learning. Though most of the regular students don't see online learning as replacement for face to face learning as they feel face to face class is more effective in understanding the concepts. Students need to be oriented about the benefits of online learning not only as an alternate way of learning but also to access multiple educational resources and opting for multiple courses outside their institution through online mode.

This study also resulted in both teachers and students requiring training to conduct and access online classes, therefore a regular orientation of teachers and students is required to keep them acquainted and updated with the latest educational technology.

In order to tackle the given situation and to make the maximum use of digital technology in learning, It is recommended that University can plan E-learning centres cum Digital Libraries at all Satellite campuses, CTEs, Schools, Polytechniques, ITIs town/city/village, SCs, SRCs, RCs etc to facilitate online learning to all MANUU students all across the India , where students can go, register themselves, and study online, for a specific amount of time.

These centres will not only facilitate the e-learning but can also be utilised to address multiple issues which can be addressed by University authorities through live talks/interaction. University needs to leverage Digital technology. Small E-Learning Centres/Digital Libraries with minimum digital infrastructure may be started at all campuses as mentioned above. As creation of these E-learning Centres doesn't require much funding therefore creation of these digital learning spaces and managing them by the local administration of MANUU offices all across India may be made compulsory.

During the study, the majority of students suggested that online examinations should not be conducted during the lockdown. Moreover students also felt that online exams are more difficult than offline exams.Over 50 % students feel that Examinations can be conducted during the month of July and more than 65 % of students suggested that September is a good choice to begin the new session.

This study suggests that there is a need of creating awareness amongst the students about the benefits of online education and best methods of using the digital education platforms. A policy can be developed wherein online education is made the integral part of regular mode of education with adequate training to teachers and students. As online education is dependent on digital interfaces, Institutes can also develop a policy of providing free or subsidised internet connectivity and devices such as tablets or laptops to students to access online education. Strengthening the digital learning infrastructure and its access to students will play an important role in improving the quality of higher education in our country.

STUDENT'S FEEDBACK ON ONLINE EDUCATION
DURING COVID 19
(A Study with MANUU Students)

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