
Problems faced by students while accessing E-Learning: A Survey Study of E-Learning Components

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Abstract

E-Learning systems have become increase in usage nowadays. Most of the students adapt E-learning systems for the reason of learning from wherever and whatever concept. They can learn from place wherever they are. Factors needed for the E-Learning based on the learner's perspective are identified. The purpose of identifying such factors are for the support of E-learning platforms which helps to improve based on such perspectives. E-learning has been considered an innovative tool to bring pedagogical changes to conventional education. Problems faced by students are outcome of the survey study.

Introduction

Quality is an important aspect in any type of education Systems. The quality is expected in e-learning too. According to different types of stakeholders, present their own different views. (Dondi et al. 2006; Jung and Latchem 2007). Governments may have its own norms based on Socio Economics aspects, Institutions based on management etc. But the key stakeholder of e-learning is the learner. Learner's aspect is an important aspect for E-learning. Promoting the quality of e-learning is based on learner's perspective. Analyzing the factors that are needed for the support of quality in e-learning is perceived by some of the research activities but not much as per the survey reports.

Specification of E-learning critical success factors (CSF's) are perceived as per learners. They are categorized into 4 categories as instructor, student, information Technology and University support. Each category includes several measures. [Critical success factors for e-learning acceptance].

E-learning is one of the new learning trends that challenges the traditional "Bucket Theory" or the banking concept of education (Freire, 1994). The banking concept of education assumes that the instructor owns the knowledge and deposits it into the passive students who attend the class (Freire, 1994).

The term Critical Success Factor (CSF) first appeared in the literature in 1980's to investigate

success factors. CSF's should be few in number, measurable and controllable.

1. Literature survey:

Papp(2000) explored distance learning from a macro perspective and suggested critical success factors. CSF are intellectual property, suitability of the course for e-learning environment, building e-learning course, e-learning content, e-learning maintenance, e-learning platform and measuring success of an e-learning course. Papp suggested CSF in isolation also as a composite to determine which factors influence and impact e-learning success.

Benigno and Trentin(2000) suggested framework for the evaluation of E-learning based courses which focuses on 2 aspects

1. Evaluating the learning
2. Evaluating students performance.

Factors are

1. Student characteristics
2. Student-student interaction
3. Effective support
4. Learning materials
5. Learning environment

Volery&Lord(2000) identified 3 CSF in e-learning

1. Technology

Ease of Access and Navigation
Interactive Design
Level of Interaction

2. Instructor

Attitudes towards students
Instructor technical competence
Classroom interaction

2. Previous use of technology from a student's perspective.

Soong,Chan,Chau&Loh(2001) suggested CSF's are Human factors, Technical competency of both instructor and student, Mindset of instructor and student, Level of collaboration and Perceived information technology infrastructure.

All factors should be considers in a holistic fashion by e-learning adopters. Wester&Hackley(1997) suggested Instructors should have good control over IT and capable of performing basic trouble shooting tasks. Having computer at home and attitude towards e-learning is critical to e-learning

Indicators used in accessing different attributes of E-Learners are Student's characteristic construct , student motivation , Student attitude's for e-learning, and student interactive collaboration.

Soong-et-al(2001) suggested that Student technical competency is added to measure effectiveness of e-learning course content, structure, design from student perception.

3. Issues in E-Learning

E-Learning may be the latest way of Education but it also lacks in some of the aspects due to the non-adoptability of certain factors. Some of the main issues identified are as follows:-

- Language issues.
- Cultural differences.
- Lack of Technology in adoption.
- Computer Literacy.
- The Students.
- Lack of Essential Online Qualities.
- The Administration and Faculty.

Most of the students are comfortable in learning in their mother tongue or regional language. But e-learning is designed in English where students are not comfortable in adopting

the environment. So the learning becomes slower. Students from rural areas are not exposed to even basic computer knowledge which fails to support e-learning. Fear in their inability to computer access may lead to discontinue their E-learning. E-Learning programs conducted by the universities is lacking in their qualities. This also irritates the students in the same. These major issues can be solved based on the student's perspective.

3.1 How Issues can be solved?

A survey study can be conducted with the students who are interested in taking up a course for E-Learning. Needs of the students can be recorded and according to the requirements, the platform can be developed.

Questionnaires can include the questions such as Name:

Age:

Qualification:

Regional Language:

Computer knowledge:

Do they have computer at home?

Do they have internet connection?

Such type of relevant questions may be conducted as a survey study and according to the needs of the students; development of E-Learning platform may be pursued.

4. Conclusion:

Development of an E-Learning Platform students need may be accessed through some sort of data collection such as Questionnaire, Interviews, and Observation etc. When these type of data collection is done, data analysis can be done through the tool to observe which could be the best strategy to solve the issues of the students.

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