



A Study of Problems Faced by the Teachers and Students in Online Teaching-Learning at Upper Primary Level

Ajeet Kumar^{1*} and Deepak Kumar Tripathi²

¹Research Scholar, Nehru Gram Bharati (Deemed to be), University Prayagraj, Uttar Pradesh, India

²Assistant Professor (Department of Special Education), Nehru Gram Bharati (Deemed to be), University Prayagraj, Uttar Pradesh, India

*Corresponding author: ajeetkumarklid@gmail.com

Received: 17 Sept., 2021

Revised: 28 Nov., 2021

Accepted: 12 Dec., 2021

ABSTRACT

In today's world of education, everyone is getting educated because education is now reaching every house. Due to the influence of technology, education is easily accessible to all. Now education has become more and more online. But still there is a lot of technical problem in the education sector. Technical problem has become a problem not only in the students but also in the teachers. In online teaching-learning, students and teachers have the following problems, such as technical problems, problems related to e-content, problems related to teaching aids and problems of mental stress. Although online instruction has many potential benefits, technical difficulties are one drawback to the increased use of this medium. In this research paper will be used statistics- self-made statement for data collection, hypothesis, data analysis, etc. therefore, finding Contribute to our theoretical understanding of the online teaching-learning.

Keywords: Education, problems, teaching-learning, mental stress

While digital or online education cannot replace classroom learning, it has some advantages. It allows flexible and personalized learning at the speed of the learner and one can continuously augment and expand content through digital means. The rapid increase in internet penetration

How to cite this article: Kumar, A. and Tripathi, D.K. (2021). A Study of Problems Faced by the Teachers and Students in Online Teaching-Learning at Upper Primary Level. *TechnoLearn: An International Journal of Educational Technology*, 11(02): 67-77.

Source of Support: None; **Conflict of Interest:** None



and various government initiatives such as Digital India campaign have created a conducive environment for moving towards digital education.

Digital Education is an evolving area which is primarily concerned with the teaching learning-process using digital medium. This has evolved from activities such as sharing of text resources and students submitting assignments online to availability of various Types of content such as audio, video and multimedia resources. The continuous advancement in the field of Information and Communication Technology (ICT) and the internet (with virtually unlimited supply of digital resources) has made multiple modes.

Online communication tools and learning platforms, schools have many paths to enable teaching to children at home. The immediate change to remote teaching is forcing many administrators and teachers to come to terms with a shift that would have happened anyway. The global experiment currently underway is likely to highlight both the strengths and weaknesses of teaching online (Caroline Smrstik Gentner, 2020). Problems related to online learners & teachers, instructors, and content development. Learners' issues included learners' expectations, readiness, identity, and participation in online courses. Instructors' issues included changing faculty roles, transitioning from face-to-face to online, time management, and teaching styles. Content issues included the role of instructors in content development, integration of multimedia in content, role of instructional strategies in content development, and considerations for content development.

To address these challenges in online education, upper primary education institutions need to provide professional development for instructors, trainings for learners, and technical support for content development (Mansurehkebrltchi *et al.* 2017).

Instructors may be responsible for preparing and planning materials foronline courses. The task of generating new materials or adjusting the materials from face-to-face classes to an online setting can be very challenging (Li and Irby, 2008).

Face-to-face learning with online learning brings forth significant deficiencies in the online mode such as lack of human connect, absence of opportunities of collaborative learning, teacher supervision and the most glaring being lack of opportunities for hands-on learning in complex subjects such as science and mathematics. Besides, amid the rush of hosting online classes the best teaching practices such a addressing learners Multiples Intelligences (MI), VARK Learning Styles and providing a differentiated learning experience have been relegated to the backburner. So, how does the head of a school address the challenges of quality learning in online mode and is it possible to harness technology to provide a rich, immersive and holistic learning experience to the students (Rashmi Chari, 2020).

Areas of the online problems to learning-teaching at the upper primary

There Are Many Problems in the online learning-teaching. But researcher's has taken four major

problems in the online learning-teaching: (i) Technical problems (ii) e-Content problems (iii) Teaching learning material problems (iv) Mental stress problems.

1. Technical Problems

Internet connection strength: One of the major stumbling blocks with regard to online learning is the lack of strong and stable internet connections, as the ones conventionally used at homes have either low bandwidth or have exhausted their limits.

Conducting assessments: In online learning, assessing students through a Multiple-Choice Question (MCQ) mechanism is still feasible as a stop-gap but real learning is measured by conducting a subjective assessment × this is one of the biggest challenges for traditional detach solutions that are predominantly MCQ based.

Restricting cheating instances: Accept it or not, there are quite a few students who try to leverage the easy way to success. It has become easier for them to cheat while using online learning system.

Online security: No matter what you do on the Internet, concern about data privacy and security is always associated. Usually, teachers conduct online classes through free platforms such as ZOOM and Google Classroom.

Monotony: Last but possibly the most significant challenges associated with online learning is monotony and boredom induced by increased exposure to the screen as well as the modus operandi of sitting at one restricted spot for prolonged hours.

Online Learning Challenges Faced by Teachers

As education is going on online, many educators are being asked to teach their students from home. We know that all the teachers are not aware of online learning and their process as most of them are into traditional classroom teaching.

Self-Motivation: Self-motivation is an e-Learning essential requirement; however, many online learners lack it, much to their surprise. After enrolling in distance learning courses, many learners fall behind and nurture the idea of giving up, as difficulties in handling a technological medium also seem insurmountable

2. E-content problem

E-content is widely used in either commercial or education fields. It is the core of single or multi-media applications. It is carried through the handily equipment's or uploaded on the website by anybody.

E-Content alternative of chalk and talk method: The e-learning does not seem to replace the conventional classrooms with black boards but it seems to coexist with the already existing

system. “Chalk and talk” is still the predominant method of delivering instructions and traditional face-to-face meetings can still be effective. Using an online environment and saving course time for discussion, questions, and problem solving will be quite effective in content delivery. Many instructors have found that they can save time and increase student learning by allowing students to engage in the material outside of the class.

E-Content replace teacher in class room-Technology has immense potential to upgrade today’s educational system. Though there are several advantages of making use of technology in teaching, the question remains – can technology replace teachers in future classrooms? Well, the answer is clearly no. Though beneficial, technologies can never replace a teacher.

Other Problems in E-Content Development

- ❖ ***Technology dependent:*** Learners will need access to a machine of minimum specification as dictated by the e-learning supplier or access to a service with a high bandwidth to transfer the course materials in a timely way.
- ❖ ***Material Incompatibility:*** Some materials designed for one particular system will not function properly on another (for example, the Apple Macintosh and the Windows PC).
- ❖ ***Unsuitable for Certain Types of Learners:*** e-learning requires a high-level of self-discipline and personal time management. E-Learners need to be highly self-motivated to take full advantage of the medium as often the online learning experience can be impersonal.
- ❖ ***Expensive:*** Start-up cost of an e-learning service is expensive and the cost of production of online training materials is very high. Teachers must be confident that the extra costs are balance with the benefits of delivering a course online. Significant time needs to be invested in course set-up and in on-going maintenance (checking links, updating course content etc.).
- ❖ ***Reliant on Human Support:*** e-learning is still dependent on help on either the course materials or the software.
- ❖ ***No Match for Face-to-Face Teaching:*** Electronic communication does not necessarily provide a good match for face-to-face communication and is more linear than face-to-face discussion.
- ❖ ***Too Reliant on IT Skills:*** Learners may have limited IT skills, or be uncomfortable with electronic communication and need to learn how to use the medium effectively.
- ❖ ***Disabilities:*** Students with visual or physical impairments may be disadvantaged.
- ❖ ***Inflexible:*** Flexibility may be lost as adjustments to the course in response to student reaction are not easy to make once the course is underway.

3. Teaching learning material

Documents and Images: In an online course, reading materials can be easily distributed and organized making it simple for students to access information from a variety of resources. In your face-to-face courses, you may give hand-outs of articles, images, worksheets, or other materials necessary to help students achieve your learning objectives.

Video: Video can be an engaging way to convey course material to your students. There is a plethora of video content already available on the internet that may serve to help your students achieve your learning goals.

Edmodo: Edmodo is an educational tool that connects teachers and students, and is assimilated into a social network. In this one, teachers can create online collaborative groups, administer and provide educational materials, measure student performance, and communicate with parents, among other functions.

Secretive: Secretive is a system that allows teachers to create exercises or educational games which students can solve using mobile devices, whether smartphones, laptops, or tablets. Teachers can see the results of the activities and, depending on these, modify the subsequent lessons in order to make them more personalized.

Project

Project is a tool that allows you to create multimedia presentations, with dynamic slides in which you can embed interactive maps, links, online quizzes, Twitter timelines, and videos, among other options. During a class session, teachers can share with students' academic presentations which are visually adapted to different devices.

Thinglink: Thing link allows educators to create interactive images with music, sounds, texts, and photographs. These can be shared on other websites or on social networks, such as Twitter and Facebook. Thinglink offers the possibility for teachers to create learning methodologies that awaken the curiosity of students through interactive content that can expand their knowledge.

TED-Ed: TED-Ed is an educational platform that allows creating educational lessons with the collaboration of teachers, students, animators—generally people who want to expand knowledge and good ideas. This website allows democratizing access to information, both for teachers and students. Here, people can have an active participation in the learning process of others.

cK-12: cK-12 is a website that seeks to reduce the cost of academic books for the K12 market in the United States and the world. To achieve its objective, this platform has an open source interface that allows creating and distributing educational material through the internet, which can be modified and contain videos, audios, and interactive exercises. It can also be printed

and comply with the necessary editorial standards in each region. The books that are created in cK-12 can be adapted to the needs of any teacher or student.

Class Dojo: ClassDojo is a tool to improve student behaviour: teachers provide their students with instant feedback so that good disposition in class is 'rewarded' with points and students have a more receptive attitude towards the learning process. ClassDojo provides real-time notifications to students, like 'Well Done David!' and '+1', for working collaboratively. The information that is collected about student behavior can be shared later with parents and administrators through the web.

EduClipper: This platform allows teachers and students to share and explore references and educational material. In eduClipper, you can collect information found on the internet and then share it with the members of previously created groups, which offers the possibility to manage more effectively the academic content found online, improve research techniques, and have a digital record of what students achieved during the course. Likewise, it provides the opportunity for teachers to organize a virtual class with their students and create a portfolio where all the work carried out is stored.

Story bird

Storybird aims to promote writing and reading skills in students through storytelling. In this tool, teachers can create interactive and artistic books online through a simple and easy to use interface. The stories created can be embedded in blogs, sent by email, and printed, among other options. In Story bird, teachers can also create projects with students, give constant feedback, and organize classes and grades.

Animoto: Animoto is a digital tool that allows you to create high-quality videos in a short time and from any mobile device, inspiring students and helping improve academic lessons. The Animoto interface is friendly and practical, allowing teachers to create audiovisual content that adapts to educational needs.

Kahoot!: Kahoot is an educational platform that is based on games and questions. Through this tool, teachers can create questionnaires, discussions, or surveys that complement academic lessons. The material is projected in the classroom and questions are answered by students while playing and learning at the same time. Kahoot! Promotes game-based learning, which increases student engagement and creates a dynamic, social, and fun educational environment (Ashutosh Chauhan, 2018).

Online Whiteboards: Online whiteboards or digital whiteboards help emulate the classroom whiteboard/ blackboard experience with the students. Most of these tools offer an infinite canvas with shape libraries for creating different types of diagrams, charts, graphs, and other visualization purposes (i.e. creating posters, graphic organizers, etc.)

Other Problems TLM

- ❖ Marker
- ❖ Eraser
- ❖ Colour
- ❖ Text writes etc.

4. Mental Stress Problems

Online classes affect the mental health of students, parents, and even teachers. For individuals who have existing mental health problems, it may worsen. Imagine how it like is for a kid to spend hours every day in front of Zoom without social interaction and playtime with their friends. Parents are now acting like teachers and are more involved in their children's schoolwork. Teachers and professors have increased workloads and are pressured to deliver quality learning without face-to-face classes.

Virtual Learning Can Cause Fatigue

There is this newly coined term during the COVID era, called "Zoom Fatigue". The term *Zoom Fatigue* refers to feelings of exhaustion after long Zoom classes or video conference calls. It may not be a formal diagnosis, but Zoom fatigue does exist especially in virtual learning. During an online class, there's information overload plus facing the screen for prolonged periods is mentally draining.

It's more challenging for students to learn new information, and even though they just sit in front of the computer, they feel like they are physically tired. Virtual learning fatigue is real, and it may lead to anxiety and stress for both students and professors.

Lack of Interaction and Social Isolation

Schools do not only teach new learning from books, it is where friendship starts and fun memories are created. Communication and social skills are best learned with social interactions. Kids, teens, even teachers need to connect with their friends and socialize.

But since the COVID pandemic, there's a lack of interaction and students face social isolation. This *greatly impacts a student's mental health*. The lack of social interaction in online learning leads to feelings of loneliness, lack of motivation and isolation.

Even adults feel the empty void when they don't get to see their friends, right? Young adults need social interaction in their formative years. Kids needs play dates with the kids their age to learn how to socialize. Professors need interaction with their colleagues too. No one wants to feel alone and isolated. This is one of the main reasons why online learning can affect mental health.

Increased Anxiety and Stress

In the traditional classroom setup, students follow a routine schedule during school days. When it's time to wake up, time to go to school, time for class, time to do homework, lunchtime to interact with friends and attend extra-curricular activities. It's never the same with online learning.

Staying focused on online classes is a challenge. Separating home life and class time, not following a routine schedule, the distractions at home, caused students not to be able to concentrate well with their classes. As a result, students tend to procrastinate and set things aside, then deadlines are missed. This causes pressure, stress, and anxiety to both students and their parents.

The Parent's Mental Health Get Affected Too

Online learning does not only affect the students but parents as well. Parents have now become proxy educators, tutors and are getting more involved with schoolwork to ensure their kids learn well and maintain good grades. How can a parent tutor Physics if it's something they're not good at?

How about work from home moms and dads that are getting overwhelmed with their own job but at the same time have to assist their kids with their online class? It's exhausting, and it's causing high levels of stress.

Even the Teachers and Faculty Get Stressed Out Too

Have you seen viral photos on social media of tenured professors having a hard time teaching their students online? They have years of experience inside the classroom, but teaching using technology devices has not been their best asset. There's also the pressure and worry of teachers losing their jobs because there are some schools that are closing. There's also the additional workload to ensure they deliver quality education to their students. These are all causing anxiety and it's been *problems in the mental health of teachers too*.

Advantages of Online Learning-Teaching Classes

Here are a few online classes' learning-teaching advantages that can help students & teachers:

- ❖ **Less in cost:** The best part of this online learning is it is much more affordable compared to old-fashioned learning. In digital classes, parents are free to buy uniforms or spend travelling expenses and can save extra money. Due to this advantage of online education, economically weaker students can fulfil their dreams. You should pay for university credits and save a lot of money with digital classes.

- ❖ **Time-Saving:** In online classes, there is no commute included as a student can learn and get a degree while sitting at the comfort of their home.
- ❖ **Tech-savvy:** As you are using technology for learning so you can become tech-savvy by digital learning's. Yet, this is a good thing as in today's age of technology most of the jobs require tech-savvy employees.
- ❖ **Easy attendance:** Students can give their attendance right from the comfort of their homes. So they can attend all online classes without any absence.
- ❖ **Self-paced:** Digital learning is often self-paced where you can do your work in your own time, unlike traditional classes. If there are no teachers, so you can easily take your own leisure time in finishing your work.
- ❖ **Less competition & less intensity:** As you see there can be less intense and less competition in online learning compared to traditional classes. You have to memorize that the low level of competition makes students less stressed and more relaxed.
- ❖ **Improves time management:** A student has to learn how to manage their time efficiently. Digital classes make this possible as there are no teachers to guide the students physically in doing their work. This independence allows students to grow and improve their time management abilities.
- ❖ **More accessible:** Location-wise digital education is much more accessible. If a student wants to study at a particular university from another country or region but cannot travel due to financial issues or some restrictions, then through digital education a student can get a degree from that particular university without having to travel (Veerendra, 2021).

Disadvantages of Online Learning-Teaching Classes

Here are a few disadvantages online classes' learning-teaching students & teachers:

- ❖ **Less in cost:** The best part of this online learning is it is much more affordable compared to old-fashioned learning. In digital classes, parents are free to buy uniforms or spend travelling expenses and can save extra money. Due to this advantage of online education, economically weaker students can fulfil their dreams. You should pay for university credits and save a lot of money with digital classes.
- ❖ **Time-Saving:** In online classes, there is no commute included as a student can learn and get a degree while sitting at the comfort of their home.
- ❖ **Tech-savvy:** As you are using technology for learning so you can become tech-savvy by digital learning's. Yet, this is a good thing as in today's age of technology most of the jobs require tech-savvy employees.

- ❖ **Easy attendance:** Students can give their attendance right from the comfort of their homes. So they can attend all online classes without any absence.
- ❖ **Isolation:** While digital education has its perks many students feel a sense of isolation and become depressed. This is due to little to no human contact and socializing with peers. Both students and teachers alike are prone to loneliness in virtual learning.
- ❖ **Limited:** Digital learning does not apply to all disciplines and subjects. Areas that require practical are like engineering, medical science, and other STEM subjects cannot be implemented fully with digital classes. Moreover, some practical's cannot be learned virtually.
- ❖ **Lack of Good Internet connection:** As we all know that online classes/learning are more flexible and accessible from anywhere conveniently with the help of a good internet connection. If you are failed to connect your phone or computer with good internet connectivity then you may miss a lot of important stuff because of buffering. Also, for a good internet connection parents need to spend money on a monthly or yearly basis which is a disadvantage for poor and middle-class families.
- ❖ **Prevention of cheating is difficult:** Unlike traditional learning where teachers can personally monitor students. Digital Online Classes make it quite difficult for teachers to assess their students during exams. The teachers will have no idea if students cheat on the test or not as they are not physically there to assess them

How can online classes be developed?

They are as such:

- ❖ By making classes more interactive,
- ❖ By making students more vigilant towards rules,
- ❖ By asking students/teachers for feedback,
- ❖ By making technology more accessible (Veerendra, 2021).

SUGGESTION

In order to succeed in an online class, students need to have the required level of computer skills, motivation and a commitment to learn and work on their own. Online classes are good for self-starters: those students who can take the initiative to complete coursework without the direct supervision of a professor. Online learning is not for everyone. Individuals who prefer face-to-face communication or traditional group work should weigh these factors in determining if an online class is appropriate.

CONCLUSION

Though online learning has several challenges such as lack of feedback from students and lack of the proper technology to effectively conduct online learning, these limitations can be overcome by upgrading the E-Learning systems and the use of online discussion forums and new web based software's.

In conclusion, online learning is beneficial to the students, tutors and the institution offering these courses. I would therefore recommend that online learning be implemented on all learning institutions and research on how to improve this learning process should be carried out.

REFERENCES

- Caroline, S.G. 2020. *Ready or not, online teaching is here*. <https://bold.expert/ready-or-not-online-teaching-is-here/>
- Mansurehkebrltchi *et al.* 2017. Issues and challenges for teaching successful online courses in higher education: A literature review. *Journal of Educational Technology Systems*, **46**(1).
- Counselling center basics, self-improvement (2021).
- Essential Remote Teaching Tools for Conducting Effective Online Lessons, 2021.
- Rashmi, C. 2020. Edutrends India, India lifestyle, tech, To Challenges of quality in online learning.
- Prabakaran *et al.* 2020. Challenges of e-content development module of teaching and learning.
- Baldev, D. *et al.* 2017. E-content development: prospects and challenges. *IJARIIIE*, **2**(1).
- Chauhan, A. 2018. Digital education tools for teachers and student.
- Veerendra, 2021. Advantages and Disadvantages of Online Classes.
- Panda, I. 2019. Impact of Online Courses on Education Essay. <https://ivypanda.com/essays/impact-of-online-courses-on-education/>
- Li, C. and Irby, B. 2008. An Overview of online education: Attractiveness, benefits, challenges, concerns, and recommendations. *College Student Journal*, Part A42, <http://www.indiatoday.in/education-today/featurephilia/story/5-problems-you-can-face-in->
- <https://www.aplustopper.com/advantages-and-disadvantages-of-online-classes/>
- <https://elearningindustry.com/digital-education-tools-teachers-students>
- <https://www.indiatoday.in/education-today/featurephilia/story/5-problems-you-can-face-in-online-learning-and-how-to-deal-with-them-1738361-2020-11-05>
- <https://www.embibe.com/exams/online-learning-challenges-and-solutions/>
- <https://elearningindustry.com/5-common-problems-faced-by-students-in-elearning-overcome>
- <https://teaching.unl.edu/course-design/flex-hybrid/instructional-materials>
- Mental health effect of online learning: <https://kentuckycounselingcenter.com/mental-health-effects-of-online-learning/>
- <https://creately.com/blog/education/online-teaching-tools/>
- <https://www.radford.edu/content/chbs/home/criminal-justice/about.html>

