

# **I Cannot See You – The Perspectives of Deaf Students to Online Learning during COVID-19 Pandemic: Saudi Arabia Case Study**

The COVID-19 pandemic has necessitated the introduction of various public health measures to control its spread, which include social distance measures, among others. Such policies have affected nearly every sector of the economy, including education. Unfortunately, people with disabilities are often disproportionately affected in times of drastic and unintended changes. In the case of COVID-19, PWDs are facing challenges in education because social distance measures have forced education institutions to shift from face-to-face learning to e-learning. As noted, some of the challenges faced include lack of support, expensive internet access, inability to work with the e-learning system, among others. It is important to raise awareness on how inclusivity in education can be achieved during the COVID-19 era, such as promoting the use of blended learning, providing sign-language options, and improving support for disabled persons. It is also important to resolve barriers to education for disabled students, which include technical problems, time, absence of simultaneous translation, among others.

The aim of the current study is to explore the e-learning experiences of deaf students during the COVID-19 period, focusing on the Technical and Vocational Training Corporation (TVTC) in the Kingdom of Saudi Arabia (KSA). To explore the e-Learning experiences of deaf students during the COVID-19 era at TVTC,

## **1) Where is your major?**

- Computer Technology
- Business

## **2) How do you feel overall about online learning?**

- Poor
- Below Average
- Average
- Good
- Excellent

## **3) Do you have access to a device for learning online?**

- Yes
- Yes, but it does not work well
- No, I share with others

## **4) What device do you use for online learning?**

- Laptop
- Desktop
- Tablet
- Smartphone

**5) Rate your computer experience?**

- Professional
- Very good
- Neutral
- Bad
- Very bad

**6) Based on your experience in online learning, what do you prefer now?**

- Online Learning
- Face-to-Face
- Blended

**7) Do you feel that you have learned as much material taking courses online as you would have in face-to-face courses?**

- Yes, absolutely
- Yes, but I would like to change a few things
- No, not at all

**8) How important is face-to-face communication for you while learning online?**

- Not important
- Slightly important
- Moderately important
- Very important
- Extremely important

**9) If you have some difficulties in any kind of your course, are you able to talk to the teacher?**

- Yes
- No
- Sometime

**10) During the COVID-19 period, how often do you have a 1-1 discussion with your teachers?**

- Once
- Two times
- More than three
- Never
- other

**11) How helpful are your teachers while studying online?**

- Not at all helpful
- Slightly helpful
- Moderately helpful
- Very helpful
- Extremely helpful

**12) What are the top three most significant challenges you face while learning from home?**

- Maintaining a regular schedule
- Communicating with the faculty and the management
- Internet connectivity at the home
- Collaborating with fellow students
- I do not have access to all the prescribed tools needed to study
- Too many distractions at home
- Getting enough food
- Social Isolation
- Anxiety about the impact of the coronavirus on my career
- Internet speed
- Other

**13) How effective has online learning been for you?**

- Not at all effective
- Slightly effective
- Moderately effective
- Very effective
- Extremely effective

**14) How stressful is online learning for you during the COVID-19 pandemic?**

- Not at all stressful
- Slightly stressful
- Moderately stressful
- Very stressful
- Extremely stressful

**15) The impact of the coronavirus on your educational performance?**

- Not worried at all
- Barely worried
- Neutral
- Worried
- Extremely worried

**16) The impact of the coronavirus on your desire to learn at the university/college?**

- Not worried at all
- Barely worried
- Neutral
- Worried
- Extremely worried

**17) How helpful your College/University has been in offering you the resources to learn from home?**

- Not at all helpful
- Slightly helpful
- Moderately helpful
- Very helpful
- Extremely helpful

**18) Are you satisfied with the Blackboard and software you are using for online learning?**

- Very dissatisfied
- Dissatisfied
- Okay
- Satisfied
- Very satisfied

**19) How the Blackboard application on the device works?**

- Extremely easy
- Easy
- Okay
- Difficult
- Extremely difficult

**20) Are the Blackboard/web pages being easy to navigate? I.e., the teachers make it easier for you to finding your desire documents, exams, or resources.**

- Yes
- No
- I do not know

**21) Are the Blackboard/web pages are always using title and heading? I.e., the teachers provide titles on all the contents in webpages, documents, or PDFs.**

- Yes
- No
- I do not know

**22) Do all the text portions in sizes large enough to be easily seen and distinguished?**

- Yes
- No
- I do not know

**23) Do you have much time as needed to complete assignments that required human-computer-interaction? For example, you have an exam that requires using Word or Excel.**

- Yes
- No
- Sometimes

**24) Do all videos support the subtitles?**

- Yes
- No
- I do not know

**25) Are you able to access all the contents of your classes on Blackboard?**

- Yes
- No
- Sometime
- It is hard to access

**26) Do you have a printed text transcript of audio content on the website?**

- Yes
- No
- I do not know
- I do not need this

**27) I am able to access course materials more easily via distance education.**

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

**28) I socialize with classmates more online than when I was in a face-to-face class.**

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

**29) I receive help from teachers in a timely manner in my online courses.**

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

**30) The materials that I am given as part of my coursework are accessible to me (for example captions, clearly described).**

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

**31) I feel less isolated in my online courses when compared to face-to-face classes.**

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

**32) Do you use any technologies, such as social media, video chat, etc. to help you in your communication with classmates or your instructors? If so, which ones?**

- Video chat e.g., Zoom
- Text messages e.g., WhatsApp
- Voice call
- No communication

**33) How peaceful is the environment at home while learning online?**

- Distraction
- Not peaceful
- Okay
- peaceful
- Very peaceful

**34) What distractions do you face at home?**

- Social Media
- Video games
- The people at home
- Surfing the internet
- Sleep
- Other

**35) How much time do you spend each day on an average on online learning?**

- 1-3 hours
- 3-5 hours
- 5-7 hours
- 7-10 hours
- 10+ hours

**36) How well could you manage time while learning online?**

- Professional
- Very good
- Neutral
- Bad
- Very bad

**37) What is the best distance training software for you?**

- Blackboard
- Zoom
- Microsoft Meet
- Google Meet
- Other

**38) What are the issues that you have faced when you access your course contents?**

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**39) Describe any improvements to online courses that would make them more accessible, interesting, useful, etc.**

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**40) What are the things that you do not like in online learning?**

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**41) What are the things that you like in online learning?**

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**42) What are the things that you would like to change in online learning?**

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