
Paper 11
**PERCEPTION AND EXPERIENCE OF USERS ON
MOOC'S SWAYAM - A STUDY WITH REFERENCE TO
POSTGRADUATE STUDENTS' OF BELTHANGADY
TALUK**

Robin Joseph Sera¹ & Silvyn Shalita Lobo²

¹Lecturer in Commerce, Sacred Heart College, Madanthyar, Karnataka, India.

Email: robinsera361@gmail.com

Mobile: +91 99649 96649

²M.Com Final Year, Sacred Heart College, Madanthyar.

Email: srsilvynufs@gmail.com

Mobile: +91 94496 14827

Abstract:

Online learning uses technology for delivering the courses. Education with technology is considered as the most promising development in education. With technology globalization, the concept of learning and teaching has undergone a tremendous change. Technological usage in education provides a global learning environment, which allows accessing the course material anytime, anywhere, connect other learners, and get access to the content without considering any geographical boundaries. The significant changes in the use of technology in online education have seen the emergence of the concept of Massive Open Online Course (MOOC). Massive Open Online Course (MOOC). SWAYAM platform is indigenously developed by Ministry of Human Resource Development (MHRD) and All India Council for Technical Education (AICTE) with the help of Microsoft and would be ultimately capable of hosting 2000 courses and 80000 hours of learning: covering school, under-graduate, post-graduate, engineering, law and other professional courses. University Grants Commission (UGC) has vided Gazette Notification dated 19 th July 2016, notified Regulation, 2016 regarding 'Credit Framework for Online Learning Courses through SWAYAM'. SWAYAM has been developed under four-quadrant approaches: (1) video lecture, (2) specially prepared reading material that can be downloaded/printed (3) self-assessment tests through tests and quizzes and (4) an online discussion forum for clearing the doubts. SWAYAM is an indigenous IT Platform for hosting the Massive Open Online Courses. The study is conducted among the Postgraduate students of Belthangady taluk to know the experience of users and to know the various challenges faced by the students while accessing the various courses.

1. INTRODUCTION

The world is going digital, so should our learning. The phenomenal growth of ICT in the education system has had a tremendous impact globally. India has been quick enough to leverage technology for teaching learning processes as ICT has facilitated the accessibility to education

and promoting quality teaching and learning to learners of all age groups across the length and breadth of the country. Taking cognizance of such advancements, The Ministry of Human Resource Development, Government of India launched SWAYAM (Study Webs of Active Learning for Young Aspiring Minds), an indigenously developed platform aimed at providing learning opportunities to the learners through MOOCs (Massive Open Online Course) free of cost in a structured manner¹. The MOOCs on the SWAYAM are high quality, curriculum-based, interactive content in different subjects across disciplines of social sciences, arts, fine arts, humanities, natural & mathematical sciences, linguistics, languages, technology, management, teacher training and skill sector². These courses are developed by the best faculty of the country carefully chosen from various educational institutions across the country from Secondary till Post-Graduation level. The basic philosophy of MOOCs on SWAYAM is free learning for any one, anytime, Anywhere (AAA) with the facility of credit transfer for up to 20% of the courses in a programme. Although the programme is in the initial stage among Mangalore university affiliated colleges and there may be lot of problems and confusion among the student community and much more expectation towards the project so; the study is conducted in the Belthangady taluk in order to ascertain the experience of the post graduate students, who are already enrolled under MOOC's SWAYAM.

2. OBJECTIVES OF THE STUDY

- ❖ To know the satisfaction level about SWAYAM course among the graduate students
- ❖ To find out the various problems faced while accessing the course.
- ❖ To know the expectations by the users regarding the Swayam platform.

3. LITERATURE REVIEW

Kaveri et al. (2016), "The strength of SWAYAM lies in its qualitative evaluation systems as well as recognition of credits, equity of access and affordability. Traditional HEIs have a clear edge over global MOOCs and SWAYAM in terms of long term impact on citizen and society building and shaping individual opinions". Kanjlal (2016), "Mainstreaming the SWAYAM initiative with the formal education system will go a long way in realizing the dream of the nation in universal access of education. With appropriate planning and implementation, SWAYAM can play a pivotal role in Digital India and Skill India missions of the government of India". Bharti (2014), "SWAYAM is a platform for new India where quality education is affordable and self-learning is fruitful not only for enrolled but also for professionals and dropouts. With quality content, best online lectures, great discussions, knowledgeable assessment quizzes, SWAYAM will provide great opportunity to Indian students to learn without fearing from failure." P.K. Sahoo et al. (2018) "below average awareness of traditional, regular courses student towards MOOC's SWAYAM programme. Students are not self motivated to join SWAYAM programme. P Bhoopathi et al.(2018) SWAYAM mode distance education system. It has made the education easily accessible to anyone around the globe with the improved equity and quality in the education especially in Indian context.

4. STATEMENT OF THE PROBLEM

As per the New Higher Education policy, the Government is planning to render the education on the basis of equity, quality, and relevance and to promote the Life-Long Learning. The MHRD department has come up with the new platform called SWAYAM, although this Programme is in beginning stage, there is a lack of knowledge among the students' communities and academicians, on the same even though there are students who have already enrolled for the courses under SWAYAM website..

5. METHODOLOGY

The paper employed survey method to acquire the information regarding the students' experience with MOOC's SWAYAM. Target of the study is in Belthangady Taluk. The samples are students from different colleges. In online survey 43 students have responded for the study. Non Random Sampling method is used. To provide the theoretical background and strengthen the discussion books and the journals were referred. The collected data is presented in the form of tables.

6. FINDINGS AND ANALYSIS

The data is collected from the google forms and out of 43 respondents 34 are using the platform from last one month because the colleges are recently giving much importance towards the SWAYAM initiative. 7 respondents are using since one year and rest 02 respondents using from more than a year. This shows that students are came to know about the programme very recently and they are enrolled under the same. The source of awareness regarding the SWAYAM among the users, It is clear that 51% of the respondents are come to know about SWAYAM through their lecturers and 21% from the library staff and 19% respondents opines that through orientation they got the idea, here we can understand that the lecturers are encouraging the students towards the online courses. The various reasons to use SWAYAM platform by the respondents, 53% respondents opine that there is availability of large number of courses so the students can opt any of the interested courses without any regulations. 19% respondents are opines that it facilitates any time learning without the four wall and chalk and talk system. 12% feels that the platform have experienced faculty and 14% says the course method is good. Only 40% Respondents College is in the SWAYAM Local Chapter list that means they get all the information in a up to date manner. Remaining 60% of the respondent's college is not in the SWAYAM local chapter list. Duration of time spent for a particular course by the users, 68% respondents were weekly go through the topics and submits the assignments where as 19% of the respondents are access the once in a two days and only 12% of the students are daily go through the course and read related topics. Respondents face various problems while accessing the SWAYAM platform through App or Website. 40% of the respondents states that there is a difficult interface and it is difficult to surf the various courses. 26% of the respondents face the problem of breakdowns of website and app. 20% of the respondents face connectivity issues and rest 14% of the respondents face the problem of registration/login. With regard to the satisfaction level of users , it is clear that 72% of the respondents are satisfied with interface and courses offered by the SWAYAM website, whereas 28% of the respondents are not satisfied with the platform and the various reasons for the dissatisfaction, out of 12 dissatisfied respondents 5 respondents opines that they have to pay high charges for the certificate and it is not affordable

in the rural area colleges. 3 respondents says that they have to travel long distance to write the exams and rest of the respondents gives the reasons of low connectivity and confusions over the course. The various expectations by the users regarding the Swayam. 49% of the respondents believes that there is a need of more orientation regarding the same, 30% respondents expect the lower charges for the examination and certificate. 12% and 9% of the respondents opines that the website should use easy interface and it should conduct the web based examinations.

7. SUGGESSTIONS

The respective departments of MHRD and educational institutions need to provide more orientation to the student community and also should advertise the course in the social and print media. The website and app of SWAYAM should be redesign in such a manner that the users may not find any difficulties while surfing the courses and other course related information. The examination charge should be kept nominal, so that the students from rural colleges can afford and also the colleges should enroll themselves in the local chapters, so that they can apply for the fee waiving facility.

8. CONCLUSION

The MOOCs are the future of today's distance learning. They have made the education easily accessible to anyone anywhere anytime around the globe and made people's life more improved by providing flexible and quality learning as it was earlier. They have made a difference by providing free courses and enabled people and students' world around to participate, interact, discuss and learn from the renowned faculty of this world thereby improving people's live and bring out real change to communities as a whole. As per the UGC guidelines the colleges now started to encourage the students towards the online courses, though the students are aware about the platform still there are various technical problems that creates difficulties to the users so the respected stakeholder need to improve the quality and interface of the SWAYAM platform.

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