An overviewof Online Learning and its Effectiveness from Student's Perspective with reference to Hospitality Students.

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Abstract:

Learning is skills or knowledge acquired through study, experience or being taught. Online learning is the reorganizing of the educational process that maximizes available virtual classroom software to engage geographically diverse students fully. This environment brings flexibility into the process regarding scheduling, content availability, and structures, which allows students to access the learning material when and where they choose. Since the onset of Covid pandemic from March 2020, education and learning have taken an overhaul for quite some time all over the world. But slowly learning has commenced all over but on an online mode. Universities, colleges, schools all are disseminating knowledge through online mode and students at all levels are getting adapted to this new form of learning. This paper analyzes the student's perspective especially the hospitality students; on the aspects of effectiveness of online mode of learning vis a vis classroom learning.

Keywords: Online learning, education, classroom, students, virtual classroom, blended learning, pedagogy, technology, upskilling.

Objectives:

1**)** To analyze the need and dynamics of online learning.

 2) To understand the types of online learning and its benefits.

 3) To understand the effectiveness of online learning through a survey of final year students
 pursuing hospitality studies.

Limitations: This studyis limited to perspectiveof final year hospitality students only of selected institutes of Maharashtra.

Materials & Methods: Research is conducted through study of relevant literature and articles from websites and magazines. Also research has been conducted with the help of google form questionnaire and students had been asked to record their responses. Analysis of responses are presented in findings.

Introduction:

The elements of e-learning and traditional learning include similar factors, such as motivation, content inducement, opportunities to practically apply education in practice, an assessment which may comprise of quizzes, tests, and demonstrations, and rewards, which are traditionally grades that support the achievement of a degree or certification.One and a half billon students around the world, according to UNESCO, were engaged in remote learning at the height of the COVID-19 pandemic in March 2020. Some students were able to access the Internet to do so, but not all. The majority of students around the world, who have access to smartphones, are able to use these as learning devices. Others are more fortunate and have tablets, laptops or desktops. Their instructors, some with no previous experience of teaching online or at a distance, discovered new approaches to teaching and learning and imaginative work was undertaken to overcome the very real challenges this current reality gives rise to. The ongoing challenges have compelled the teachers to redesign

their teaching content in the form of power point presentations for delivery of lectures and record the presentations to convert them to e-content for future use by students. The students at all levels who are placed in diverse geographical areas are coping up to attend classes with help of mobiles, laptops,I pads etc. Few students have issues of connectivity especially in rural areas. Teachers are striving to make the online content impressive with help of videos, pictures etc. and connect to target audience effectively. It is definitely a matter of research to discover how effective is the content delivery and what is the level of understanding of students. It is important to seek the satisfaction level of learners on online modules though current situation does not offer any other options but to learn in a remote manner. This paper therefore tries to analyze the satisfaction level of hospitality students in online learning and the effectiveness of the same.

Literature Review:

Online Learning(https://blog.wiziq.com/online-learning-methods-for-virtual-classroom/)

Methodology of Online Learning: There are several methods to develop online classes, and these will depend on the topic, target student, requirements of affiliated organization, and the demands of the user. For example, many colleges and universities give their instructors great independence in developing online courses while others provide strict guidelines for their structure. Online learning methods can replicate actual classrooms, with required attendance at specific times, can be self-paced, or blended, and use a variety of tools to engage students and support learning.

There are four basic categories of online learning methods:

Asynchronous Online Courses:

The courses are often referred to as self-paced programs and are time independent, meaning that the materials can be accessed 24 hours per day/7 days per week. There is usually a component of teacher/student interaction in the form of virtual office hours, weekly or monthly "check-in" online conversations or emails, and other such communications. These courses can often be accessed from multiple devices, making it easy to learn on the go.Classes consist of downloadable pre-recorded lectures or slide presentations with or without voice-over commentary. There are often interactive discussion boards or other designated forums that foster student to student interaction. Email communication with the instructor and possible virtual office hours are part of this process. Collaborative tools, such as Google Drive, may be used for coordinating group projects or other interconnected activities.

Synchronous Online Courses:

These courses take place in real time and can take many forms including a virtual classroom, live webinar, live webcast, and video/audio conferencing, instant messaging, and more. The instructor and students all log into the learning platform at the same date and time and the instructor delivers the lecture, demonstration or other planned learning activity. The process is live, and the students can ask questions in real time.Attendance is often taken, and instructors post lecture notes and other materials for students who are unable to attend. Course books must be purchased, and syllabus will note due dates for reading assignments, course schedule, quizzes, tests, papers, projects and other relevant information. Virtual office hours, tutoring and resources centers are often provided.

Hybrid or Blended Online Courses:

As the name suggests, this type, combines specific aspects of the synchronous and the asynchronous learning systems. They often have the scheduled, live classes several times during the semester, but use pre-recorded lectures or presentations to deliver additional course materials. In another type of

hybrid learning called the Flipped Classroom Learning, the students are required to self-study a particular topic (mostly online) and interact with the teachers in the classroom to clear doubts.This structure is most often utilized for soft-skills training that focuses on person to person interactions. In college settings, the blended learning method might be used for teaching students to become teachers themselves which they deliver through blended learning software.

Competency-Based Online Courses:

It is a personalized approach to learning, where specific skills are mastered to support a particular employment goal. A faculty mentor oversees the process and evaluates if and when competencies are reached. It is a self-paced program, but unlike a traditional asynchronous learning course, there are no pre-recorded lectures or other materials. The student and mentor together create a learning process using the web-based documents, books, and job experience to help the learner develop skills and to define how and when competency has been achieved. Many colleges use competency-based learning to allow students who are already working in their field to achieve credit for skills they already have or can quickly develop. These credits included in the requirements for a degree.

Delivering Online Learning Methods

There are many choices for delivering e-learning, with the most popular structures including:

- ➢ **General Learning Management Systems**: LMS is the process by which you create and provide access to online learning programs. Choices range from cloud-based deployment to open source licensure, and many more. There are many choices in selecting an LMS, and you must consider price, connectivity and whether it supports the methodologies you want to use in the classes.

- ➢ **Virtual Classrooms**: Virtual classrooms require both the instructor and the students to be connected to the learning platform at the same time. The LMS platform may access user devices cameras and microphones to allow the participants to interact, ask questions, and conduct themselves as they would in a traditional classroom. There are many platforms designed to support virtual classrooms, and other tools are also available.

- ➢ **Gamification Learning Management Systems**: One can add a gamification program to an existing LMS, but there are several e-learning systems with a gamification focus.

Online learning is a growing industry that is quickly overtaking its traditional counterpart. As an instructor, one has several choices in the methodology of online course, as well as various tools one can use to increase motivation, retention, and learning. The method selected must best present materials and providethe best educational value. Delivery structure may be dictated by the organization one is associated with.

A New Pedagogy is Emerging... and Online Learning is a Key Contributing Factor,(https://teachonline.ca/tools-trends/how-teach-online-student-success/new-pedagogy-emerging-and-**online**-learning-key-contributing-factor)

At first, many faculties sought to replicate online what they normally do in a classroom. It is realized that not all students could access synchronous classes reliably and many had challenges, such as other siblings or parents needing access to the technology, the costs of broadband Internet access exceeding their ability to pay, or were in different time zones.

Faculty have begun to experiment with personal challenges, small group work, project-based learning and the recording of short videos. They have begun to explore pedagogy, the science and art of instruction based on design.Faculty are seeking help from colleagues with previous experience

teaching online, looking for evidence for what works effectively. Open education resources, materials, labs, videos, simulations, games, are new ways of engaging online learners.

New Student Expectations

Student demographics have been changing for some considerable time – more mature students, more students combining work and study, more students looking for flexible learning options.Today's students grew up in a world where technology is a natural part of their environment. Their expectation is that technology is used whenever appropriate to help them learn, develop essential informational and technological literacy skills, and master the fluency necessary in their specific subject domain. This is one reason blended learning has grown in use across schools, colleges and universities and why some are now exploring a "flipped classroom" approach to learning.Blended and online learning are a feature of most strategic plans for colleges, universities and polytechnics as the pandemic forced online learning everywhere.

New Technologies

Continuing advances in digital technologies, social media, and mobile devices such as smartphones and tablets, give the end user, the student, much more control over access to and the creation and sharing of knowledge. This empowers students, and faculty and instructors are finding ways to leverage this enhanced student control to increase their motivation and engagement. More recently, developments in artificial intelligence for teaching and learning, virtual and augmented reality and simulations and serious games have further emphasized the importance of technology enabled learning

Three Emerging Pedagogical Trends

Clearly indicated in these developments are some common factors or trends:

1. A move to opening up learning, making it more accessible and flexible. The classroom with information delivered through a lecture is no longer the unique center of learning.
2. An increased sharing of power between the instructor and the student. This is apparent as a changing instructional role, towards more support and negotiation over content and methods, and a focus on developing and supporting student autonomy. On the student side, this means an emphasis on students supporting each other through new social media, peer assessment, discussion groups, even online study groups but with guidance, support and feedback from learning and content experts.
3. An increased use of technology, not only to deliver teaching, but also to support and assist students and to provide new forms of student assessment.

It is important to emphasize these are emerging pedagogical trends. More experience, evaluation, and research are needed to identify those that will have lasting value and a permanent effect on the system.

FHRAI JULY 2020 (pg 15) As quoted by Mr Dilip Puri , CEO Indian school of hospitality (ISH) Learning online to be new normal: He stated that for educational institutes delivering high quality online learning is going to be new normal. He further quoted that institutions have started teaching curriculum online and students are slowly getting adapted to technology based learning. Their perspectives have changed and they are going digital for various aspects and moving forward to blended pattern of learning. To stay relevant in post Covid times, it is crucial to adapt to technology based learning and almost all theory can be effectively delivered online. Practical aspects can be studied when institutes reopen and students are back to campus. This is the best time for

students to view this situation at totally different perspective and consume learning in online methods and adapt to this as new normal. Further certain practical aspects can also be learnt through online mode.

FHRAI AUGUST 2020 (pg 36) : Covid is merely a pause button as quoted by Mr Kulmohan Singh, Professor of English & French, Incharge of Placement and International internships, Member of the Outreach Programme Vatel Hotel & Tourism Business School. The ongoing pandemic has made students realize the importance of upskilling at all levels and adapting to any situation in order to continue with their growth trajectory. To enforce overwhelming success and assure a promising future, various industry deliberations were organized through webinars where stalwarts of industry threw light on current situation and stated that this is only a pause button and students have enough opportunities for learning online. Curriculum is being delivered online and are is enhanced by online quizzes, assessments, assignments etc. The extensive use of internet, YouTube are changing the dynamics of hospitality learning. Webinars and online workshops are contributing to a great level in knowledge enhancement.

Online   Education:https://www.shiksha.com/mba/articles/online-education-in-india-trends-future-prospects-blogId-14763

https://eduxpert.in/online-education-india/

https://www.onlineeducation.com/guide/instructional-methods

Online learning is catalysing an academic shift in how we teach and learn. There is a shift away from top-down lecturing and passive students to a more interactive, collaborative approach in which students and instructor co-create the learning process. The Instructor's role is changing from the "sage on the stage" to "the guide on the side."

As per a report released by KPMG India and Google, Online Education in India: 2021, the market for online education in India is expected to witness a magnificent growth of eight times in three years.India has one of the largest higher education systems in the world. It mainly consists of three parts – university, college, and course. Online higher education in India is at an early stage of development and has witnessed emergence of different private universities offering UG and PG e-learning courses to students. However, as compared to graduation and diploma courses, the demand for online higher education is dominated by post-graduation courses such as MBA and MCA The different ways in which online education helps candidates prepare efficiently for different competitive exams are as follows:

• **Webinar**: A seminar conducted in the online mode is referred to as a webinar. These days many online players conduct webinars that help candidates in conceptual clarity.

• **Mock tests**: Mock tests are emerging as a popular course component for students wherein they participate in a series of tests and get a comparative assessment (with other students) of their performance. With mock tests, candidates also get to know their areas of improvement as well as test pattern of the competitive exam they are planning to appear for.

• **Videos**: Videos are helpful for candidates in solving exam papers and other problem areas.

• **Counselling**: As a differentiator, players in online test prep market have also started offering course and career counselling services to students.

Online Education: Why it is Gaining Popularity

• **Internet penetration**: India has an internet penetration of about 31% today, which means 409 million internet users. It is predicted that by 2021, there will be nearly 735 million internet users in India, which will lead to increase in traffic for online education players.

• **Smartphone penetration**: Currently, there are 290 million smartphone users in India and the user base is expected to grow with the addition of another 180 million new users by 2021.

• **Flexibility of time**: This is specifically true for working professionals who have time constraints in pursuing an offline course. Pursuing a course in online mode allows a person to multi-task with other work and family commitments.

• **Quality education**: There are areas in India where there is lack of quality offline education. For instance, states such Bihar, Kerala as well as Jammu and Kashmir

Immediate results: Online education allows candidates to get immediate results for any test that they appear for. This further helps them in preparing for exams more efficiently.

• **Government initiatives**: Government's recent initiatives such as SWAYAM, e-Basta, and Digital India is expected to strengthen the infrastructure needed by students to pursue education in online mode.

• **Study material**: A variety of online study material in the form of videos and texts are encouraging students to adopt online education platforms.

• **Affordability**: Online courses joined at UG or PG level are much more affordable than traditional programs.

Online Education: Future Prospects

Looking at the current trends, it is expected that online higher education market will witness considerable growth in the next five years and aid in **distance learning programs**. However, since these courses are limited to theoretical content currently, adoption of virtual classroom concepts could bring a practical component in the online medium.Hybrid model is expected to gain traction in future, where online players are expected to open offline centers to provide classroom-like experience to students. Also, gamification, the approach of introducing fun elements like video game design in learning, is likely to gain popularity in India.

Advantages of online education

- **Learn from anywhere, at any time**:Since online education only requires a laptop or a smartphone with an internet connection, students can learn anywhere at any time. This flexibility helps working professionals to pursue new courses without giving up their jobs. They can learn at weekends or in their free time. All the course materials are readily available at student's fingertip.

- **Save Money and Time:**Online education is much more cost effective than doing a regular on-campus degree. It helps students who cannot afford a regular college degree to accomplish their dream without spending a fortune on college education. Since one can study at his/her own time, it helps to save time as well.

- **Learn at your own pace:**Everyone learns at a different pace. In a classroom where everyone taught together, many students find it difficult to follow the lessons. This is a serious disadvantage of traditional education. Online education solves this issue. In online education all the course materials are provided beforehand, students learn it by taking their own time. Students can clarify their doubts by live chats or forums as well.

- **Recognition of online degrees:**Online degrees are accepted by many companies and employers in India as long as it is accredited and approved by Distance Education Council (DEC) of India. Many of them are encouraging their employees for getting online education as well.

Disadvantages of online education

- **Chances of distraction are very high:**Students can easily lose track of their studies in online education since there are no face-to-face lectures and classmates to remind about assignments. Until and unless one keeps himself motivated it takes a long time to complete the course or abandon the entire course.
- **Fraudulent Online courses:**There are many websites that offer online courses without the accreditation of any educational authority or in the name of fake authorities. Such courses will not help to get any job. It is very important to choose an accredited online/distance program.
- **Cannot do courses that require Labs/Workshops:** Cannot take up courses which require presence in laboratories.

Results &Findings: The survey was conducted with the use of google form which was shared with seven hotel management institutes located in Pune, Ahmednagar & Nasik. 97 responses were received positively from four hotel management institutes. All students who have participated are pursuing final year of hospitality studies.Following institutes participated positively:

Sinhgad Institute of Hotel Management & Catering Technology, Lonavala (Dist Pune)

Dr. D.Y. Patil Institute of Hotel Management & Catering Technology, Pune

MA Rangoonwala Institute of Hotel Management & Research, Pune

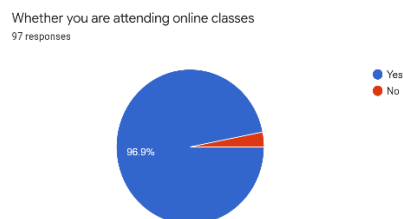AJMVPS Institute of Hotel Management & Catering Technology, Dist: Ahmednagar

Following statistics are presented for analysis of results:
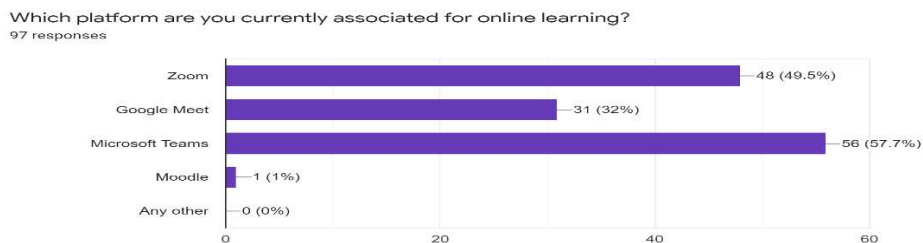**1.Male- 79.6% Female: 20.4%**
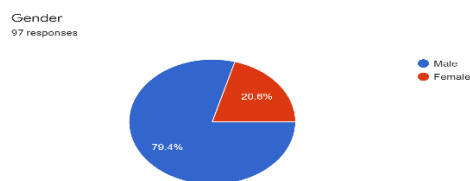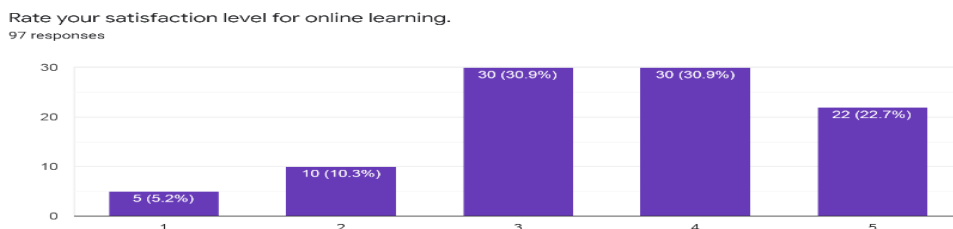

Figure:1
2. 97% attending online classes

Figure:2 Percentage attending online classes
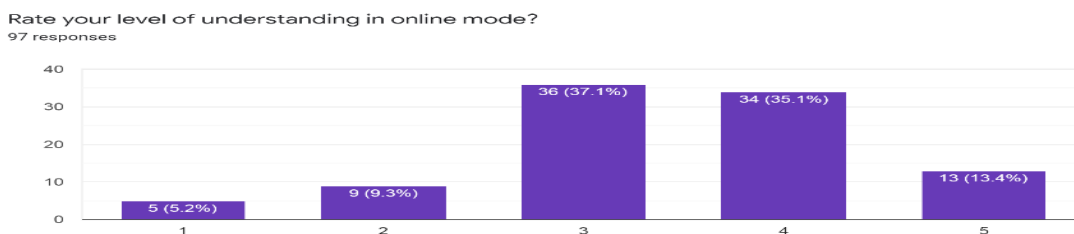**3.   Platforms used: Zoom-49.5%, Google Meet-32%, Microsoft Teams: 57.7%**

Which platform are you currently associated for online learning?
97 responses

Zoom	48 (49.5%)
Google Meet	31 (32%)
Microsoft Teams	56 (57.7%)
Moodle	1 (1%)
Any other	0 (0%)

Figure:3 Percentage of various platforms

4. Level of satisfaction in online learning

Rate your satisfaction level for online learning.
97 responses

Scale	Responses
1	5 (5.2%)
2	10 (10.3%)
3	30 (30.9%)
4	30 (30.9%)
5	22 (22.7%)

Figure:4 Satisfaction level on a five point scale.

5. Level of understanding in online mode

Rate your level of understanding in online mode?
97 responses

Scale	Responses
1	5 (5.2%)
2	9 (9.3%)
3	36 (37.1%)
4	34 (35.1%)
5	13 (13.4%)

Figure: 5 Understanding level rated on five-point scale

6. Interactive learning

Which mode of learning is more interactive?
98 responses

Classroom teaching	91 (92.9%)
Online learning	10 (10.2%)
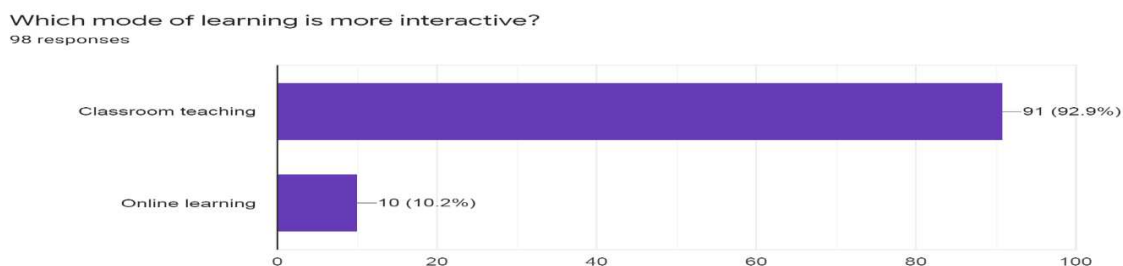
Figure 6: Comparison of online &classroom teaching.

7. Convenience of online learning

Rate the comfort & convenience of online learning as against classroom teaching.
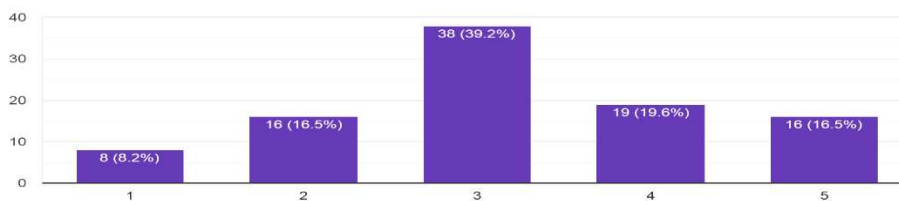97 responses

Figure 7: Convenience of learning rated on five-point scale

8.Rate of preparation of teachers

Rate the preparation of teachers for online teaching
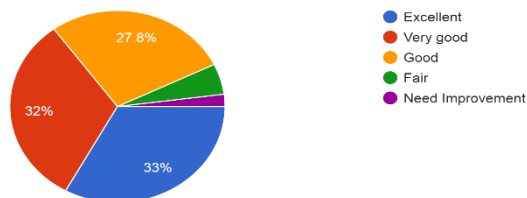97 responses

Figure 8: Preparedness of teachers

9.Online lectures preference for future: No-71.6%   Yes-28.4%

Should all theory be completed on online mode in future & only practicals be conducted in institute?
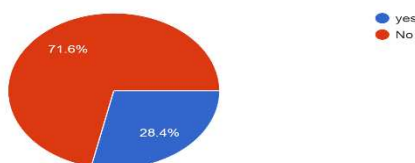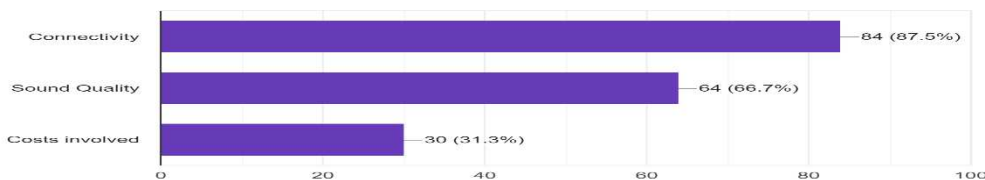95 responses

Figure 9: Preference of online

10.Challenges in online learning

What are the challenges in online learning?
96 responses

Findings: 1) Synchronous learning or Online teaching learning is the new normal in current situation of pandemic and is the only alternative to keep learning on.

2) Most of the institutions are using combination of platforms like Zoom & Google Meet or Google Meet & Microsoft Teams.

3) 98% of students are attending online classes.

4) Level of satisfaction of students is about 53% who have rated satisfaction level of 4 and 5

5) The understanding level has been rated good by 48% of students by choosing it on scale of 4/5