

# A2 Report

(Names)

Lo Min Choong Julian	S10184142D	CLO
Tan Yong Xin Rhema	S10196841G	CMO
Nadine Soraya Ching Yee Rohan	S10194995A	CEO

(Tutorial class) T203

(Module) 2MRKMED

(Lecturer) Ms Susanne Chan

(Assignment) FA2

(Date) 2 July 2020 - 20 August 2020

(Type) Focus Group

(Topic) The Effects of COVID-19 on Adult Learning

## **1. Executive summary**

### **a. Major Findings**

People are constrained by online learning due to three factors: Long hours, lack of choice and lack of human interaction. People aren't given the choice to do online learning during the pandemic, which deprives students of human interaction. The appeal of online learning is broken down into four factors: Time efficiency, global reach, learning at a student's own pace, and comfort of asking questions. Having control over the circumstances appeals to students in their learning process. Our research also found that 66.7% will continue to learn online after the pandemic is over. 87% said online learning should not be the new normal. 100% said that COVID-19 is the catalyst that accelerated the trend. This is promising as the demand for online learning is sufficient for action on IMDA's part.

### **b. Recommendations**

Recommendation 1: Online learning should be used mainly for technical courses which do not require hands-on experience.

Recommendation 2: Online learning should be used to supplement face-to-face lessons for courses which require hands-on experience.

Recommendation 3: IMDA can create a platform where online learning can take place for all educational institutions.

### **c. Conclusion**

IMDA can improve Singapore's digital infrastructure so that the above recommendations can be implemented. This will lead to a more robust education system, allowing Singaporeans to learn in a 21<sup>st</sup> century style. This allows Singaporeans to gain the benefits of both offline and online education methods.

## **2. Appendix**

### **a. Slide deck**

Slide deck attached below.

The insertion of the slides was done by writing the report with this section empty and stitching the .pdf file of the slides in between pages. As such, **page numbering** has been broken.

Also note that the slide deck was shifted to appendix deliberately to highlight the fact above.

Transcript, output files and bibliography continued after.

# The Effects of Covid-19 on Adult Learning

## Oreo Research Agency

Lo Min Choong Julian

S10184142D

CLO

Tan Yong Xin Rhema

S10196841G

CMO

Nadine Soraya Ching Yee Rohan

S10194995A

CEO



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01

# Issue Definition

# Issue Background

425%

increase in consumer enrollment

55%

increase in course creation by educators

*Source: Udemy*

(<https://www.businesswire.com/news/home/20200430005243/en/New-Udemy-Report-Shows-Surge-Global-Online>)

# Issue Statement

Singaporean Adults will continue to learn digitally even after the Covid-19 pandemic is over.



# Research Questions

1. How has the COVID-19 pandemic affected how adults learn?
2. Will adult Singaporeans learn digitally after the pandemic is over? Why?
3. What motivates adult Singaporeans to learn digitally?



# Division of labour

Nadine: CEO

Rhema: CMO

Julian: CLO

# 02

## Research Design

Data Collection Method, Primary and Secondary Sources, Sampling Techniques



# Research Design

## Focus Group (2x8)

In-depth answers  
Variety of opinions



# Data Collection Method

## **Location:** Google Meets

Transcribed what the participants said during the focus group.



# FG Guide

Introduction

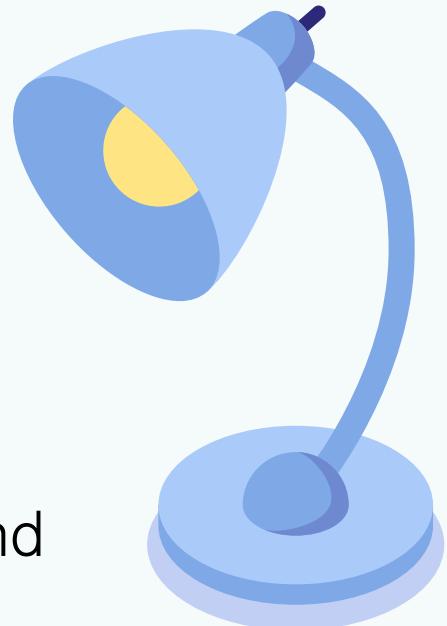
Taken course before pandemic

Taken course during pandemic

Would you continue after pandemic

Do you think online courses is a growing trend

Conclusion

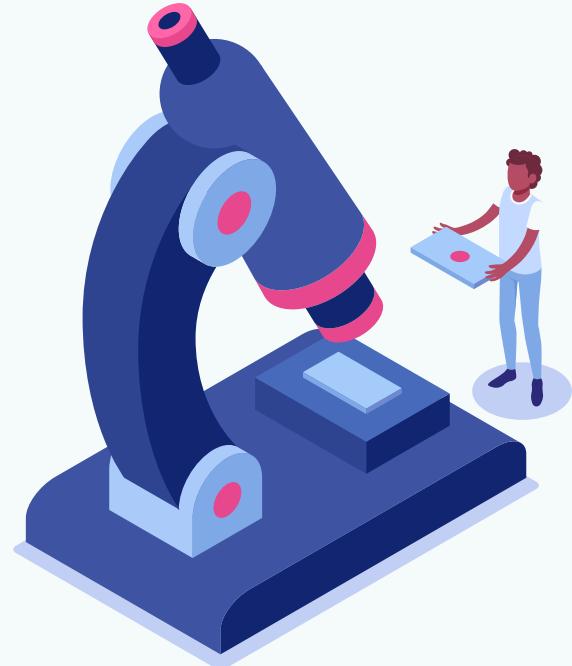


# Sampling Technique

Non-probability sampling, snowball

Feasible

Sample different age groups





03

## Data Analysis

# Data analysis



# Excel spreadsheet

Have you taken an online course before the pandemic?				
Participants	Yes or No	Insights	Quotes	RQ
Marn	Yes	1. He has to renew his certification for his job as he is in the IT sector.	"Because I'm in IT so I have to keep it up to date with a lot of different topics, different subjects. I have to attend online sessions or you could also be certification, you know or renewal"	3
		2. He does not find it enjoyable.	"Yeah, because it's it's really more for, you know, you know the term KPI. So it's like a requirement to continually upgrade your credentials your certification, you know, there's something required as part of work."	3
		3. He prefers taking the course online as compared to face-to-face.	"I think online is okay because it's just you know time constraint and I can do it whenever I want and I don't really have to do traveling or you know, it's hassle-free"	3
Venice	Yes	1. It was required for her to take online courses during her internship.	"because we have to do a lot of online courses and when I was doing my intern" "I say both because I was in charge of changing the company's programming for the Excel."	3
		2. She had a lot of free time, and she wanted to learn new skills.	"had a lot of free time in between so it was good to have some new skills." "But I needed something more to boost my skill, improve myself."	3
			"especially coding is much easier to learn through video instead of face-to-face course your pace of	

# Sample overview

04



# Sample Overview

**Sample Size:**  
15 Participants

**Gender:**  
8 Males (53%),  
7 Females (47%)

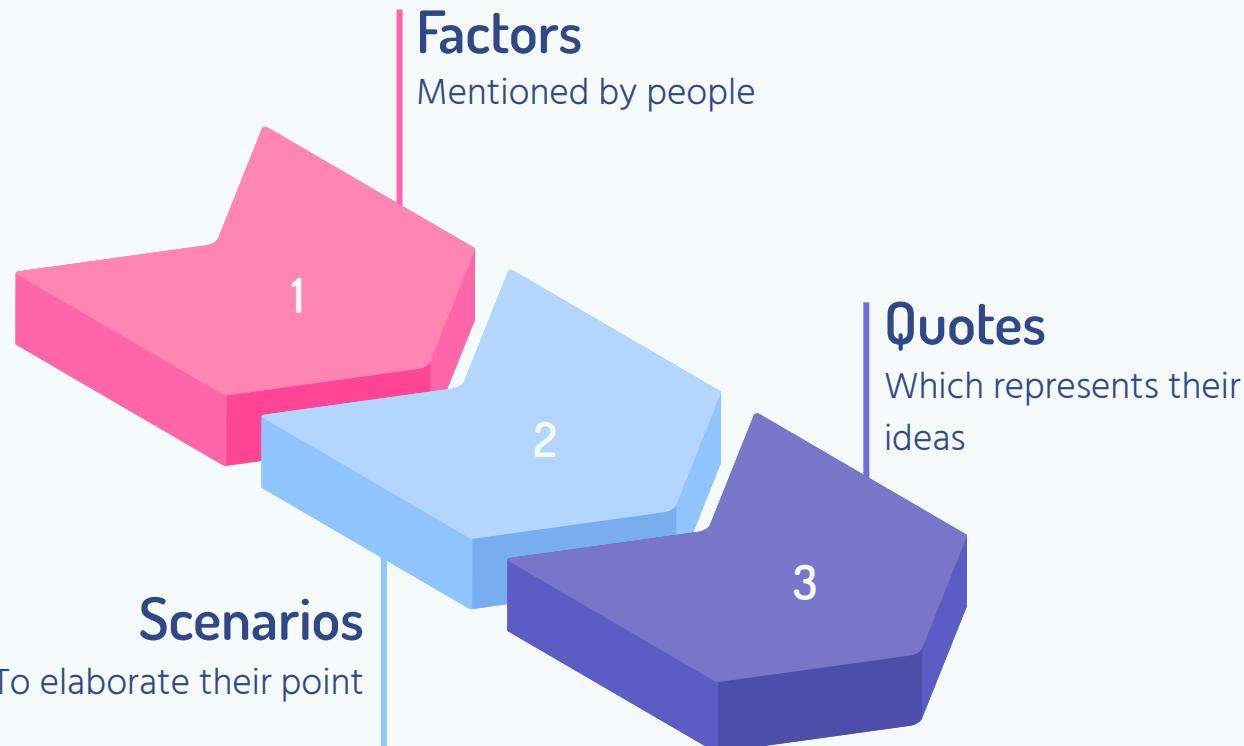
Participants			
FG	Name	Age	Occupation
1	Marn	50+	IT Consultant
	Venice	20+	Student
	Juliette	20+	Vet trainee
	Joy	30+	Part time student
	Rohan	40+	Business owner
	Jerome	30+	Banker
	Vera	20+	Student
	Kent	30+	Finance
	Sheng Shi	40+	
2	Durga	20+	Early childhood trainee
	Jing Rui	20+	Student
	Justin	20+	Student
	Puvanes	20+	Trainee Teacher
	Izzah	20+	Student
	Sy Yee	50+	Civil Servent
	Chee How	50+	Marketing



## Results of the Study

05

# How people articulate ideas



# Online vs offline learning

Global experts    vs    Singapore only

Online learning

Face to face



# Global vs Local experts

"I think it's quite important as well because the online courses through globalization as what was mention is able to reach people from the far reaches of the world."

"So people in Bhutan for example would be access would have access to the courses that we have access to in Singapore."

"you won't have actually go to the campus. Or like live around the campus area so example, I can do my masters when I'm in Singapore, but my University can be in UK."

One of the advantages of online learning is that we have access to educators around the world. Able to ask experts from different countries.

# Online vs offline learning

## Convenience *vs* Social interaction

Online learning



Face to face



# Convenience

"I would be able to skip the topics which I find not so relevant and go into something that is more useful for me helps a lot."

Yeah, if they have if there are online classes are like pretty good if you are busy on the weekdays, then you can attend lessons on the weekends. I think it's like it's a good way to upgrade yourself.

"I think online is okay because it's just you know time constraint and I can do it whenever I want and I don't really have to do traveling or you know, it's hassle-free"



"So people can work while they are getting their master's degree and also it lessens the burden"

# Social interaction

"It's about like social interaction making friends making connections and that can't be replaced by online learning. It won't be the same because humans are social animals."

"I think the social interaction plays quite an important role in the overall education."

"If I make a mistake like my friends around me would correct me and I tried we would discuss and like try to brainstorm"



# Online vs offline learning

Simple topics

Online learning

vs

Complex topics

Face to face



Keeping up to date  
KPIs  
Software installation/setup  
Cell culture (Dry work)  
Cooking

Painting  
Driving  
Studio production  
Masters degree

Simple  
Online

Complex  
Offline

## Topics & Medium



# Online vs offline learning

Hands-off

Online learning

vs

Hands-on

Face to face



# Hands-off vs hands-on learning

"some people might be better at kinesthetic learning so they have to actually do it to understand."

"my area of studies are requires me to interact a lot. So online causes I don't think will support my learning as much as you know face-to-face lessons."

"If it's someone that I know it's a very self learner like they can do it by themselves the sure, but if I go with someone they like, you know, he's like ADHD in class keep moving around that type, then no."

"Because there are only a very that only a certain things that they can teach during online course. So I would rather a face-to-face instead of an online course."

# Online vs offline learning

More  
questions

Online learning

VS

Less  
questions

Face to face



# More questions vs less questions

"you ask questions without speaking out, you can just type it out and then the lecture will just read out the questions and then just share the question everyone.

"I have friends who are also lecturers. So they all share with me like, oh it's really good because they actually seem more questions being posted online for them to actually reply rather than they Take it offline. It's a lot more questions."

"a bit hard to grab hold of the instructor and the teacher who asked questions and you know, if your face to face during break times, you can really just go to the front end and ask the questions."

# Online vs offline learning

Delayed  
feedback

Online learning

vs

Instant  
feedback

Face to face



# Delayed vs instant feedback

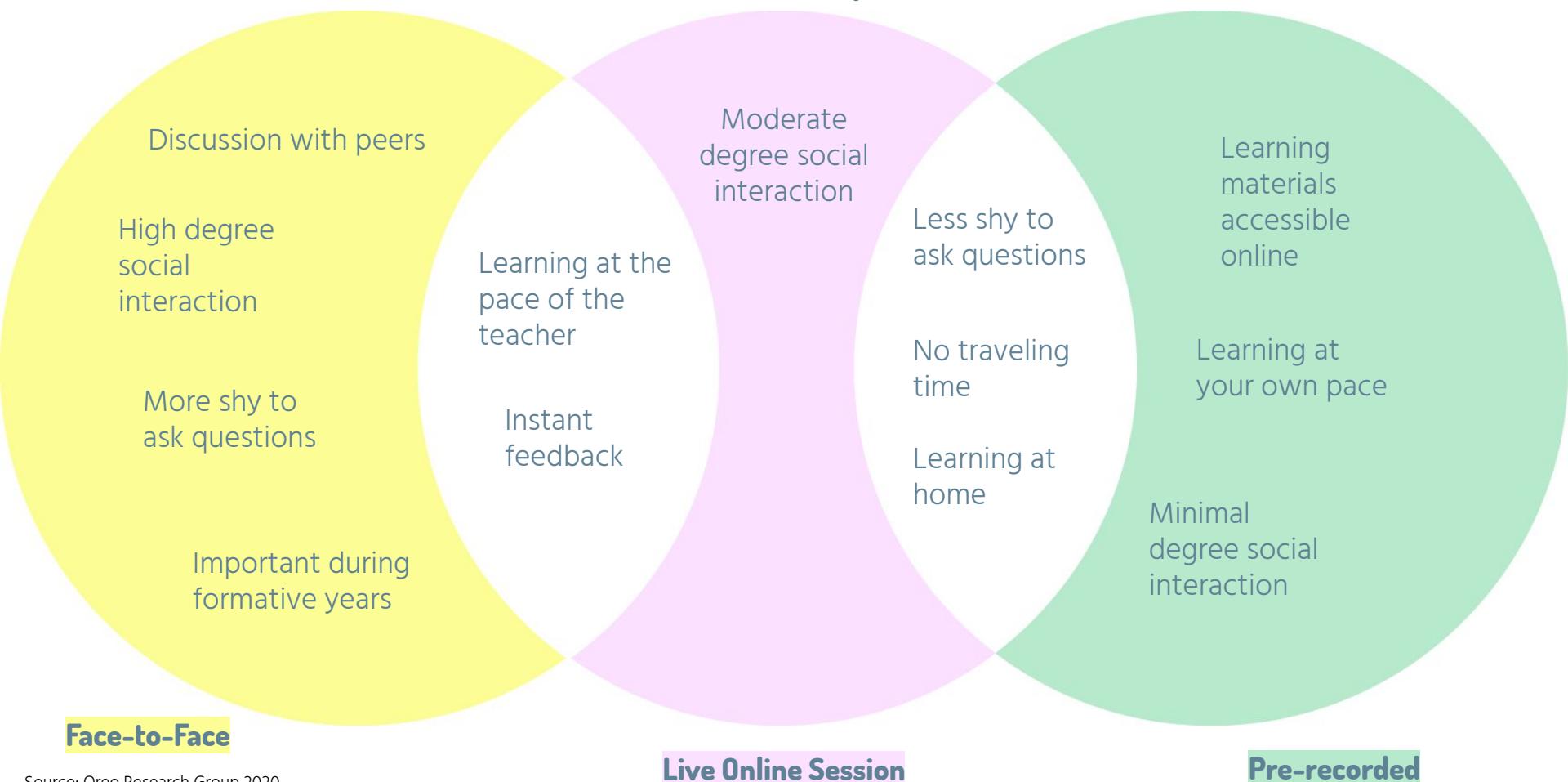
"You can't properly express it into Google. It's more efficient to circumstances to have someone who is easily an expert in an area to give you some tips on where you gone wrong."

"They only tell us the correct or wrong answer and the solution do it like a month later. I have no clue what question that is anymore."

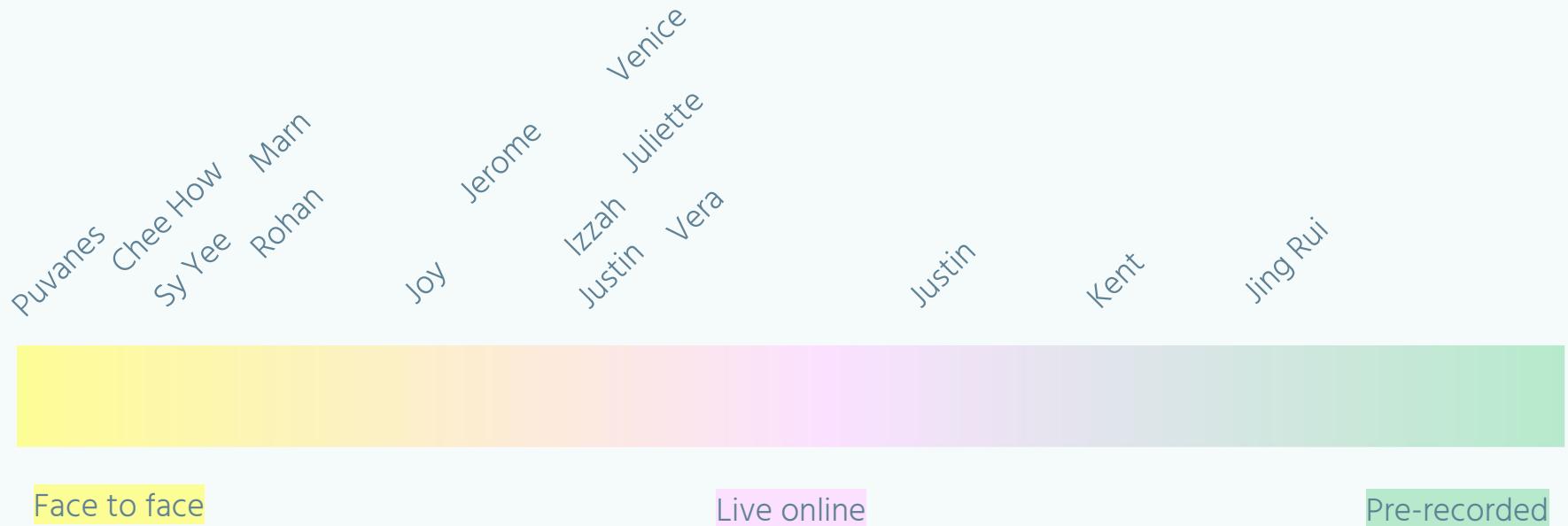


"We had opportunities to ask the lecturers questions but there was time constraints. Although we can email him but like cannot ask a lot of questions."

# Characteristics of platforms



# Preference of platforms



# Through process: Preference of platform

Face-to-face: Most favoured

Live online: Favoured for those who wants a replacement for face to face learning

Pre-recorded: Favoured by those who like to change speed and skip around

## Long hours

8am-6pm

Sit down  
all day

## Lack of choice

Not safe to  
go to school

Live and recorded  
lectures only

Alone in  
the room

No discussion  
of answers

## Constraints of HBL

Unable to get instant  
feedback

Lacking human  
touch

## Lack of human interaction

**No Travelling Time**

Everything  
at home

Save 1h  
everyday

Experts from  
anywhere can  
be rung

People from  
other countries  
can tune in

**Learn at own pace**

Skip and  
speed up  
playback

Lecture  
material  
available

Everyone  
hears the  
answer

Fits into Asian  
culture

**Appeal of HBL**

Text in chat  
More confident to  
ask alone

**Global reach**

**Ask more questions**

**66.7% will continue to learn online  
after the pandemic is over.**



**87% said online learning should  
not be the new normal**



**100% said that COVID-19 is the catalyst that accelerated the trend.**



# Recommendations

06



Recommendation 1:

**Online learning should be used mainly for technical courses which do not require hands-on experience.**

Recommendation 2:

**Online learning should be used to supplement face-to-face lessons for courses which require hands-on experience.**

Recommendation 3:

**IMDA can create a platform where online learning can take place for all educational institutions.**

# Limitations

07



# Limitations to the Study



Limited connections

Lag

First person bias

Limited data

Moderator bias

Time Constraint

Small sample size

Period of study



# Conclusion

# 08

# Holding FGs

Laughter, light hearted mood

Referencing each other

FGs kept flowing

90 mins not enough

Auto-transcripting is a lifesaver



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# THANKS

### **b. Discussion guide**

## Marketing & Media Research (Level 2.1)

### Final research project

### **Discussion guide**

COVID-19 disrupted our daily lives. We had to shift everything to home based productivity. Udemy reported that [online learning increased 425%](#). Thus, we want to know how online learning has changed so that IMDA can better equip Singapore's digital infrastructure.

#### Online education - Focus on Adult Learning

1. How has the COVID-19 pandemic affected how adults learn?
2. Will adult Singaporeans learn digitally after the pandemic is over? Why?
3. What motivates adult Singaporeans to learn digitally?

### **Questions**

#### **Online education - Focus on Adult Learning**

1. How has the COVID-19 pandemic affected how adults learn?
2. Will adult Singaporeans learn digitally after the pandemic is over? Why?
3. What motivates adult Singaporeans to learn digitally?

### **Opening statement**

(Enthusiastically) Hi guys, welcome to the focus group!! I'm Rhema, your facilitator for today. This is Julian (pause). And this is Nadine (pause longer). Could I get you guys to introduce yourselves? I'll start first. (Rhema intro, Julian intro, Nadine intro, then arrow one person.)

(After everyone intro) So now, we will start with some ice breakers first to get you guys to warm up to each other. So..... (Q2)

### **Part 1: Introduction/Ice breaker**

3. Introduce yourself (Age, Profession, Hobby)
4. What would you do on a day off?

### **Part 2**

5. Have you taken an online course **before** the pandemic?
  - a. Why? (Adjust this question to the response)
  - b. Do you enjoy taking courses?

- c. Do you benefit from taking courses?
  - d. Would you recommend this to everyone?
6. Have you taken an online course **during** the pandemic?
- a. Why?
  - b. Do you feel constrained by online learning?
  - c. Is it the same as before the pandemic?
7. Would you continue to take online courses after the pandemic?
- a. Why?
  - b. Do you think online courses should be normal?
8. Do you think taking online courses is a growing trend?
- a. Do you think COVID-19 pandemic is a possible reason for this growth?
  - b. Do you think online courses are a growing trend because the world is getting more digital?
  - c. If no, why would you say so?

### c. Transcript

## FG1: 24 July 2020

### Part 1: Ice breakers/Introduction

13:28 Rhema Tan: Alright guys, so I think we started with the focus group first. So hi guys, welcome to the focus group. I'm Rhema, your facilitator for today, and this is Julian. Nadine and now could I get you guys

13:42 Nadine Rohan: Hello.

13:45 Rhema Tan: to introduce yourself first? I'll start with my introduction first. So I'm Rhema. I'm a year 2 mass communication student and my hobbies include breakdancing and I'm 18 years old also.

13:57 Min Choong Julian Lo: Hi

13:58 Rhema Tan: Could Marn introduce himself first?

14:03 Marn: Hi, I'm Marn. I work in the IT security field.

14:11 Rhema Tan: What is your hobby?

14:14 Marn: My hobby, I like to listen to music.

14:15 Rhema Tan: Yeah. What kind of music do you listen to?

14:22 Marn: Jazz, classical, anything.

14:28 Rhema Tan: Pretty interesting. Venice - can you introduce yourself next?

14:34 Venice Loei: Hi.

14:36 Marn: Hello.

14:36 Rhema Tan: Hi

14:37 Venice Loei: I just graduated Poly from biomedical engineering and I'm waiting for my university studies.

14:47 Rhema Tan: What is your, what is your hobby?

14:50 Venice Loei: Nothing much just like...

14:51 Rhema Tan: Yeah, nothing.

14:54 Venice Loei: just like watch videos.

14:55 Rhema Tan: Well what kind of videos do you watch?

14:59 Venice Loei: I like to listen to podcasts.

15:03 Rhema Tan: The Dai Lai Lama just came with the podcast as well.

15:09 Marn: Wow, you're very up-to-date.

15:14 Rhema Tan: Yeah, hello. My friends are listening to that kind of podcast now.

15:19 Marn: Okay.

15:20 Rhema Tan: Miwaku. Could you introduce yourself next please?

15:24 Juliette Lo: Sorry, I don't know how to change my name.

15:28 Juliette Lo: I'm Juliette. My name is Juliette. I'm also a Ngee Ann poly graduate.

15:35 Rhema Tan: Oh, okay.

15:40 Juliette Lo: I'm currently working in a vet clinic now.

15:43 Rhema Tan: Oh, what's what's your hobby?

15:50 Juliette Lo: playing with my pet dog

15:53 Rhema Tan: Playful pet dog. How old is your dog?

15:57 Juliette Lo: My dog is a Jack Russell. He is 11 years old.

16:05 Rhema Tan: Oh, I also have a dog as well. But I think he's sleeping right now if I sneeze your company though, so I'm Oh, I should have a dog as well. But I think he's sleeping right now if I sneeze he will come to though, so I'm not going to because he will bark.Joy, could you introduce yourself next?

16:23 Joy Yuen: Everybody, can you hear me?

16:25 Rhema Tan: Yep.

16:26 Joy Yuen: Hey, my name is Joy. I have been working for four years in the university and I understand that we have to share our hobby.

16:37 Rhema Tan: Yeah.

16:38 Joy Yuen: Okay. I enjoy watching TV.

16:41 Rhema Tan: Do you want like Channel 5, those kind of shows?

16:45 Joy Yuen: No, I watch Korean drama.

16:49 Rhema Tan: Okay.

16:50 Joy Yuen: Yes. Okay, that's all. I hope y'all don't mind. I'll just be having my dinner.

16:55 Rhema Tan: It's okay. It's okay. Rohan could you introduce yourself next.

17:05 Rohan Abdullah: Hi, I'm Rohan and I am Nadine's father, no secret. I am in design. So I run a small company doing lighting design and hobbies. I guess lighting is my hobby. Luckily or unluckily. It's a job hazard. Basically everywhere you go, you will look at lights and the quality and all that. Apart from that, I think when we can afford the time fishing or doing walks and during the lazy days, I guess watching TV. So that's my hobby.

17:47 Rhema Tan: What kind of lighting do you actually provide light to?

17:52 Rohan Abdullah: It's it's lighting design is just lighting consultancy not supplying any products and then serving the clients which are usually developers in designing for their hotels, offices, retail malls. You know, that kind of thing. So, yeah.

18:16 Rhema Tan: Okay, Jerome. Could you introduce yourself next?

18:21 Joe Jerome: Hello, everyone. Hello.

18:23 Rhema Tan: Hello.

18:24 Joe Jerome: Can you hear me? Yeah. Yeah. Sorry, I'm having my dinner also. Yeah, my name is Jerome. I basically, I was a bank, as an FX Trader and then my hobbies is I do a lot of sports. Yeah, I do a lot of sports. I run I do. I recently pick up like skipping ropes and everything. Yeah.

18:47 Rhema Tan: Do you like run, did you go for like running competitions like marathons or stuff like that?

18:57 Joe Jerome: Used to use to train for like half marathons, but that was last time during my JC days, my army days, but now more than leisure. When you start working you realise that you don't have much time.

19:06 Rhema Tan: Okay, Vera. Could you introduce yourself next?

19:13 Wen Yi Vera Lim: Hello, can you all hear me?

19:16 Rhema Tan: Yep.

19:17 Wen Yi Vera Lim: Yeah, my name is Vera. I just graduated from Ngee Ann Poly. I was in biomedical sciences and then I'm waiting to go into uni soon. And then my hobbies are I guess playing the Guitar and

19:41 Rhema Tan: Indicate that did you self-learn or did you like go for outside lessons?

19:48 Wen Yi Vera Lim: I was I was from guitar ensemble in secondary school, so

19:54 Rhema Tan: Do you like to play like all those recent pop songs, or do you like classical kind of pieces?

19:59 Wen Yi Vera Lim: Yeah, I play classical more

20:00 Rhema Tan: Oh, okay. Kent could you introduce yourself next? Kent I can't tell you that it's okay.

20:26 TZE KENT LIM: Hi, I finally managed to unmute.

20:30 Rhema Tan: Hi.

20:30 TZE KENT LIM: Okay. Hi, this is Kent. What is the recommend was a recommender like? Introduction?

20:38 Rhema Tan: What's your age, what's the age profession and your hobby?

20:43 TZE KENT LIM: Hi, my Kent. I'm 33. And I'm insurance agent. Yeah.

20:51 Rhema Tan: mmm

20:52 TZE KENT LIM: And my hobby I like to party.

20:59 Rhema Tan: Do you like you go for clubbing a lot or?

21:02 TZE KENT LIM: I'm like, I just had a drink. Yeah, so and now we're searching for the next bar but the same time. Also trying to do your Zoom to help you guys by whatever, yeah

21:16 Rhema Tan: Oh, thank you so much.

21:19 TZE KENT LIM: Okay.

21:21 Rhema Tan: Okay, now that we've done the introduction and now we start some icebreakers to get you guys to warm up to each other first. Okay, so we go in the same order. So can I get you guys to tell me what would you do on your day off? Oh, sorry. Sorry for Kent as well. I'm Rhema the facilitator for this focus group and there is Nadine also. And there is also a Julian here. So because you joined a bit late, so yeah, we started the ice breaker question. So what would you do on your day off? And can I get Marn to answer that first?

(I didn't clean ice breaker questions because they don't matter)

22:07 Marn: I will watch Netflix and of course try to listen to more music.

22:13 Rhema Tan: Netflix do what kind of shows do you watch on Netflix?

22:17 Marn: Or so far I've done couple like the F1 Michael Jordan. I think the the animals on the animal

animal life. Yeah mostly documentaries.

22:37 *Rhema Tan*: It's the documentaries or funny thing is I'm actually like in a process of feeling like a short kind of mini documentary for my own school. It's not really a documentary like five minutes. It's like kind of a mini documentary. Yeah.

22:52 *Marn*: Okay, what was the topic or subject?

22:55 *Rhema Tan*: It's about always about like this the last really vintage collecting Singapore coffee collects like World War one and World War Two items like one of his most prized possession is like a blood You wore to back that the Japanese version collected. It's about always about like this the last really vintage collecting Singapore coffee collects like World War one and World War Two items like one of his most prized possession is like a blood you wore to back that the Japanese soldier collected it only was prepositions and it sells for like

23:11 *Marn*: Okay.

23:14 *Rhema Tan*: I'd say like \$1000.

23:16 *Marn*: Oh, okay.

23:17 *Rhema Tan*: Yeah, so I'm doing a documentary on

23:18 *Marn*: Okay.

23:20 *Rhema Tan*: the

23:20 *Marn*: Okay, I have all records.

23:24 *Rhema Tan*: oh or oh, yeah.

23:26 *Marn*: You know why nose or you call it LPS? So not into the 1940s, but

23:32 *Rhema Tan*: Those are really cool.

23:34 *Marn*: definitely after World War Two but

23:36 *Rhema Tan*: hmm

23:37 *Marn*: some can be as early as 1920s.

23:42 *Rhema Tan*: Who see a bit of a collector yourself also?

23:46 *Marn*: Yeah vintage gears.

23:50 *Rhema Tan*: Yeah, Venice. Could you introduce a could you answer what would you do on your day off?

24:01 *Venice Loei*: on my day off guarding every day is my day off now if I was looking at on my day off guarding every day is my day off now if I was looking at

24:21 *Rhema Tan*: Do you like hi. How often do you slice a hiking for is it for like health or do you just like hiking in general?

24:30 *Venice Loei*: I like the space.

24:35 *Rhema Tan*: So like fresh air cause there's so many trees around you right if used

24:38 *Venice Loei*: Yeah.

(*I didn't clean ice breaker questions because they don't matter*)

24:39 *Rhema Tan*: Suite easier to breathe.

24:41 *Venice Loei*: Yes.

24:44 *Rhema Tan*: Juliette what would you do on your day off?

24:49 *Juliette Lo*: Oh. I watched Netflix. I hand hang out with my friends, I guess.

24:58 *Rhema Tan*: Oh do you like have you been like wanting to hang out your friends often? Like now that circuit breakers kind of like falling off now?

25:10 *Juliette Lo*: Yeah, like we graduated in March and we had like a lot of plans to go overseas and stuff like that. But obviously we couldn't so and like we couldn't even have each other because of circuit breaker. So now that's a great breaker. It's like so lifting. Yeah, we've been hanging out quite often but not not like everyday kind of thing because you know, it's still it's still dangerous out there. So we're trying we had like a lot of plans to go overseas and stuff like that. But obviously we couldn't so and like we couldn't even have each other because of circuit breaker. So now that's a great breaker. It's like so lifting. Yeah, we've been hanging out quite often but not not like everyday kind of thing because you know, it's still it's still dangerous out there. So we're trying to be moderate about amita's like maybe go to open areas like beaches and Parks or each other's houses. Yeah.

25:50 *Rhema Tan*: Okay. Vera what do you do on your day off?

26:00 *Wen Yi Vera Lim*: Well, I think it's not as the holidays right is every day and it's

26:04 *Rhema Tan*: Yeah.

26:08 *Wen Yi Vera Lim*: like an all-day everyday as well. But I guess it was really I mean if there is one called be then I'll be like going out with my friends will often but this Cobian right? I've just been staying home.

26:23 *Rhema Tan*: Just he home.

26:26 *Wen Yi Vera Lim*: Staying home, you know.

26:27 *Rhema Tan*: Just he home.

26:27 *Wen Yi Vera Lim*: Staying home, you know?

26:32 *Rhema Tan*: at home

26:36 *Wen Yi Vera Lim*: Yeah, I mean nowadays I break this because like I'm giving my friends. I'm actually giving Venice Venice was Radha. Well like yeah, so like I've been practicing more so I can teach him. Yeah.

26:59 *Rhema Tan*: Rohan what would you do on your day off?

27:07 *Rohan Abdullah*: On my day off here. Okay, it's either.

27:09 *Rhema Tan*: Yeah.

27:10 *Rohan Abdullah*: It's either catch up on work or cleaning up around the house or shuffling my kids around. So usually it's that to relax this place music and a bit of Netflix because we just what I do. Yep.

27:32 *Rhema Tan*: suffering wrong

(*I didn't clean ice breaker questions because they don't matter*)

27:33 *Rohan Abdullah*: It's either catch up on work or cleaning up around the house or shuffling my kids around. So usually it's that to relax this place music and a bit of Netflix because we just what I do. Yep.

27:33 *Rhema Tan*: Suffering wrong with my shopping and kids songs exactly what my dad does but me and my sister. Because we G. Yeah, because we keep

27:39 *Rohan Abdullah*: Exactly. Yeah.

27:42 *Rhema Tan*: going out to a lot of different places. Like I just went to City Hall earlier in the day to go filming for like my mini documentary. So he just had to fetch me like somewhere along the Route Studio.

27:54 *Rohan Abdullah*: Yeah, if it works, then it's fine

27:56 *Rhema Tan*: Yeah.

27:57 *Rohan Abdullah*: Then sometimes nothing would be like that. Can you fetch me? I couldn't say no white so that if that's always the case.

28:09 *Rhema Tan*: Jerome could you in could you answer what you do on your day off?

28:15 *Joe Jerome*: Ohio I am also actually like schooling I doing my master so I call her homework. So usually on my day off I'll be doing right and projects. And yeah, if I do have free time, I'll probably go for a run. Yeah, so pretty boring.

28:29 *Rhema Tan*: Well, that sounds like a really rigid schedule.

28:31 Joe Jerome: Yeah, yeah. Yeah, can I help you? Yeah, yeah.

28:34 Rhema Tan: You know, but yeah, okay. Do you go for long runs or?

28:41 Joe Jerome: Usually not really like short runs like five 5 km. Now they all do like ropes and then you'll be all for pull up in this exercise. Basically.

28:48 Marn: But you mentioned

28:49 Joe Jerome: Yeah.

28:50 Rhema Tan: On a tree fitter than me.

28:53 Joe Jerome: Yeah, yeah. Yeah besides this I got this I got to go to basically keep fit right otherwise even States. Oh, oh, yeah. I'm doing like but I mustard on Saturday. Yeah, if there's a question, yeah.

29:06 Rhema Tan: As part-time. Oh, okay.

29:09 Joe Jerome: Yeah, so I'm working. I study the same time basically. Yeah, so full-time working pattern cutting. So it's quite

29:15 Rhema Tan: Oh my gosh, it's really stressful.

29:15 Joe Jerome: Yeah. Yeah. Yeah, it's fine.

29:22 Rhema Tan: Joy what would you do on your day

29:22 Joe Jerome: Yeah.

(I didn't clean ice breaker questions because they don't matter)

29:25 Rhema Tan:

29:28 Joy Yuen: I go dating this very busy man.

29:31 Rhema Tan: wait

29:36 Joy Yuen: Yeah, okay. That's it.

29:41 Rhema Tan: You guys go out to eat or something.

29:45 Joy Yuen: Yeah, we try but goes like yes. Okay, Rick goes on it's dangerous out there right quote unquote. So we end up coming to his house and like we're having dinner now so Friday night Saturday thing like a sacrifice for Focus Group.

30:02 Rhema Tan: Thank you.

30:03 Joy Yuen: Yeah, we try but goes like yes. Okay, Rick goes on it's dangerous out there, right

quote-unquote. So we I end up coming to his house and like we're having dinner now so Friday night Saturday thing like a sacrifice for Focus Group.

30:03 Rhema Tan: Thank you. Can what do you do on your day off?

30:14 TZE KENT LIM: On idea, okay. You really depends on my mood a lot of times. It's basically our wash drama at home. I think I finish all the dramas like in Korea China Thailand even tied dramas already like yeah, if not a lot of time I like to go for high tea. Yeah, usually it's yeah, you just a

30:32 Rhema Tan: Hi.

30:36 TZE KENT LIM: few hours in like those. It places like artistic Antonio, wherever all the cafes that sit down there for a few hours to get people do my stuff and then Listen to Like Music sometimes.

30:50 Rhema Tan: What's your favorite place to go to

30:50 TZE KENT LIM: Yeah. of position

30:52 Rhema Tan: for high tea?

30:54 TZE KENT LIM: My favorite place there is used to be one place. I really love to go back here. It closed down. But right now if I have to choose OBT, yeah.

31:03 Rhema Tan: G WT o--

(*I didn't clean ice breaker questions because they don't matter*)

31:05 TZE KENT LIM: Yeah, they have that. There's some really nice like

31:11 Rhema Tan: the only like Cafe kind of place I know of is like Lady M.

31:16 TZE KENT LIM: Yeah, they have that. There's some really nice like

31:16 Rhema Tan: the only like Cafe kind of place I know of is like Lady M. Is that is that place even good?

31:20 TZE KENT LIM: the crew is not bad.

31:22 Rhema Tan: But everything else to say not worth the price.

31:27 TZE KENT LIM: That I think the service was and also like they were gonna see looking people around me especially to go to like pwj MBS. So you see other people looking people

31:46 Rhema Tan:

31:48 TZE KENT LIM: If you like normal Ordinary People then lady and yes.

31:52 Rhema Tan: People are like twg.

31:52 TZE KENT LIM: a couple

(I didn't clean ice breaker questions because they don't matter)

31:56 Rhema Tan: Dress pretty fancy.

31:58 TZE KENT LIM: you if Okay, if Zambia is more Foreigner, Foreigner. but right now I think that lesser

32:08 Rhema Tan: Okay. So now we'll start with the Okay. So now we'll start with the focus group questions. So it's going the same order as well.

32:20 TZE KENT LIM: Skip

32:20 Rhema Tan: So the first question is, have you

32:22 TZE KENT LIM: it

(I didn't clean ice breaker questions because they don't matter)

## Part 2

### Question 4

32:22 Rhema Tan: The first question is, have you taken an online course before the pandemic? Could I get Marn to answer that first?

32:32 Marn: Before pandemic is it?

32:34 Rhema Tan: Yeah before the pandemic.

32:36 Marn: Yes. Yes I have.

32:40 Rhema Tan: What was the focus also online course for sorry

32:44 Marn: Because I'm in IT so I have to keep it up to date with a lot of different topics, different subjects. So usually it's you know new product updates or something like that. Then I have to attend online sessions or you could also be certification, you know or renewal, That sort of things.

33:11 Rhema Tan: So what is like, was it enjoyable taking the course like as compared to face to face

33:17 Marn: Nope.

33:18 Rhema Tan: Not enjoyable at all because already dry?

33:20 Marn: Yeah, because it's it's really more for, you know, you know the term KPI.

33:30 Rhema Tan: What was the what is it mean?

33:34 Marn: key key performance indicator, you

33:37 Rhema Tan: Oh.

33:37 Marn: know, so it's like a requirement to continually upgrade your credentials your certification, you know, there's something required as part of work.

33:52 Rhema Tan: Would you prefer like taking it online or would you prefer taking that course face to face?

33:58 Marn: I think online is okay because it's just you know time constraint and I can do it whenever I want and I don't really have to do traveling or you know, it's hassle-free lah, yeah.

34:18 Rhema Tan: Okay, so thank you Marn. So next person is Venice. So have you taken an online course before the Okay, so thank you man. So next person is Venice. So have you taken an online course before the pandemic?

34:31 Venice Loei: Yeah, I mean if it's before the phonemic, yes, because we have to do a lot of online courses and when I was doing my intern because I was also had a lot of free time in between so it was good to have some new skills. So there's a lot of online courses like, you know those on the Harvard so it's good to learn like especially coding is much easier to learn through video instead of face-to-face course your pace of learning will be different from every other individual. Yeah.

34:58 Rhema Tan: Oh, so you took so you took an online class for that coding? What's it like for your own personal upgrading yourself or was for your work?

35:07 Venice Loei: I say both because I was in charge of changing the company's programming for the Excel. So I did learn before in school . But I needed something more to boost my skill, improve myself.

35:22 Rhema Tan: Would you recommend like taking an online course to your friends?

35:28 Venice Loei: Yes, and no depending on who they are. If it's someone that I know it's a very self learner like they can do it by themselves the sure, but if I go with someone they like, you know, he's like ADHD in class keep moving around that type, then no.

35:42 Rhema Tan: Okay. Okay. Thank you. Thank you. Thank you. Very nice Juliette. Would you have you taken an online course before the pandemic?

35:57 Juliette Lo: Yes, it was called cell culture in. Yeah, it's called cell culture. Sorry.

36:00 Rhema Tan: Oh it what was the course about actually?

36:02 Juliette Lo: It's a very very very dry content heavy course. It was like about production not really production, but like a large scale production of culturing cells in different mediums. And different types of cells in that thing so...

36:23 Rhema Tan: Did you like would you prefer to enjoy would you enjoy the course more if you take it face-to-face as compared to online?

36:33 Juliette Lo: I think it was okay online because it was really content heavy. So even we went to class. I don't think anybody will ever listen to the teacher speak. I mean, yeah and like we can all go by our own pace if we do it online since it's content heavy. So again, it's like really self-explanatory. You read it and you understand just move on.

36:54 Rhema Tan: so you can file you can fast forward the video if you just feel like I don't feel anything to them.

37:00 Juliette Lo: Yeah, exactly, or you just don't even watch the video like you skip to the practice and stuff like that.

37:09 Rhema Tan: That's what I kind of do for my online lectures. Would you recommend taking this online course to your friends as well?

37:21 Juliette Lo: For cell culture?

37:21 Rhema Tan: No, not for cellCulture but like taking online courses in general to your friends.

37:31 Juliette Lo: Depends like what Venice said if they prefer more Interactive Learning style. Then face-to-face is still better because it keeps them like engaged and if they're okay with learning by themselves and are self-discipline enough then yeah online learning is okay for them.

37:49 Rhema Tan: Okay. Thanks Juliette. So next, uh Vera. Have you taken an online course before the pandemic?

37:59 Wen Yi Vera Lim: Yeah, I have I actually took the same class as Juliette so I took

38:05 Rhema Tan: Oh.

38:06 Wen Yi Vera Lim: Juliette so I took cell culture course as well. Yeah, yeah, and before that. I had Python and so and so so so I had both online courses and online lessons and physical lessons. Yeah.

38:23 Rhema Tan: Oh, the python lesson was face-to-face?

38:28 Wen Yi Vera Lim: Both that was online lessons and physical lessons.

38:32 Rhema Tan: Okay. Did you like enjoy taking the online courses?

38:39 Wen Yi Vera Lim: I guess if you like, right, what Juliette and Venice said. If you like a more interactive lesson with like a profit and probably every physical lessons is better. But like if you're okay just like studying by yourself and going by your own pace then I guess, you know any equally as good as a physical class.

39:07 Rhema Tan: All right, personally, I did you feel like it was more enjoyable taking it online or

face-to-face if that were to happen.

**39:16 Wen Yi Vera Lim:** I almost see my physical classes more because I feel like when I'm studying by myself, especially like for e-learning or like online classes that kind of I get distracted quite easily. Mmm. So I would prefer a physical class.

**39:36 Rhema Tan:** Would you recommend like taking would you recommend taking online courses to your friends like online courses in general?

**39:46 Wen Yi Vera Lim:** Yeah, if they have if there are online classes are like pretty good if you are busy on the weekdays, then you can attend lessons on the weekends. I think it's like it's a good way to upgrade yourself.

**40:02 Rhema Tan:** Okay. Thanks Vera. Uh, Rohan. So have you taken an online course before the pandemic?

**40:13 Rohan Abdullah:** Can I just ask you? What is the definition of online courses or whether there is somebody at the other end of the line teaching and giving you instructions or would it just be some like a self-taught with all the information and the syllabus online for you to access without a concern?

**40:34 Rhema Tan:** I think I think if you just as long as the information about the course is all conveyed through online. So both of your scenarios that you just mentioned are both online courses.

**40:46 Rohan Abdullah:** Yes. Yep, exactly.

**40:48 Rhema Tan:** Yep.

**40:56 Rohan Abdullah:** So okay. My answer is yes, but it was a long time ago and it's more towards trying to achieve a certain amount of a certain certification which is all what we aim for in online courses, but there's a certain goal to get either accreditation or certification. Yes, I have done so the answer is yes.

**41:17 Rhema Tan:** Did you enjoy taking it at that point of time?

**41:23 Rohan Abdullah:** I would say yes. It is something that I would like to learn more about. But ultimately that goal is clouded by what we want to achieve which is basically getting the certificate at the end of the day. All right, so

**41:40 Rhema Tan:** Yeah.

**41:40 Rohan Abdullah:** unless we want to apply it on a daily basis. Yes, but if it's just a matter of telling somebody yes, I've got this certificate, so I am qualified to do something then. Yes, that that's another scenario all together.

**41:59 Rhema Tan:** Hmm. Okay. Would you like prefer taking an online course? Which sorry would you prefer taking the course in the online format or like face-to-face?

**42:11 Rohan Abdullah:** I would prefer taking it online given that all of us is quite busy rather than having to travel to a certain destination and then sitting down for a couple of hours listening to whether the topic is

relevant or irrelevant to you. So for online courses, I think you would be able to prioritize what is important that for you to know and what is not so important for you to skip through and get to something which is more important.

42:40 Rhema Tan: So it's like the freedom to skip to something you want to actually learn and know?

42:46 Rohan Abdullah: Yes. So for example, like if I want to know a certain formula or how to make a formula work in Excel, right? I would just actually Google and find on YouTube as at the video or the command that kind of thing. So it's more selective learning of what you need at that point of time rather than the holistic one, which I don't think I will have patience for.

43:10 Rhema Tan: Okay. Thank you so much.

43:16 Rhema Tan: Next Jerome. before the pandemic? Have you taken an online course?

43:20 Joe Jerome: Yes. Yes. Yeah quite a few actually I think being 21st century students. Yeah, we have we have taken quite a few online courses. Um, yeah, so it ranges from soft skill kind of stuff all the way to more technical kind of stuff number or yeah, obviously, yeah basic things like excel or something

43:43 Rhema Tan: Would you like what was that one cause that you took like what was it about?

43:49 Joe Jerome: there was this one course there was trying to get a certification for because I wanted to be like a part-time instructor. So there is basically like is a course for advanced Excel and macro. So there's like seven day free trial for a one month worth, of course. So basically I had to rush to the one-month content in like seven days basically, so it's quite so it's quite yeah,

44:13 Rhema Tan: As compared to like face-to-face.

44:14 Joe Jerome: yeah, there were deals quite but I do want to pay for it, right? Sorry, sorry, I yep.

44:26 Rhema Tan: But also for all the courses that you took like in general, did you enjoy

44:29 Joe Jerome: Yeah.

44:29 Rhema Tan: taking them online as compared to face to face?

44:33 Joe Jerome: At the other really depends are like all the other participants if it's if it's more technical based then I think online is fine because you can just Google skip to the parts. But if you requires more, you know kind of teamwork that kind of stuff then it is more difficult to organize productive to you know, meet online compared to just trashing it out face to face here.

44:55 Rhema Tan: So all depends on like the kind of content that you're teaching.

44:57 Joe Jerome: Correct, correct, correct.

44:58 Rhema Tan: So if it requires you to have practical experience your are to take it face-to-face.

45:04 Joe Jerome: Yeah more if you require more like teamwork stuff, you know to come up with

something together then maybe maybe a face-to-face more efficient.

45:13 Rhema Tan: Okay.

45:13 Joe Jerome: Yep.

45:14 Rhema Tan: Thank you so much. Joy, have you taken

45:15 Joe Jerome: No problem.

45:17 Rhema Tan: an online course before the pandemic?

45:21 Joy Yuen: Yes, yes.

45:26 Rhema Tan: Like what?

45:27 Joy Yuen: Yes, yes.

45:27 Rhema Tan: Like what?

45:32 Joy Yuen: Like like it ranges from YouTube stuff like guitar classes to photoshop and then most recently like yeah, like they said lah training for what so like data data skills and analytics and stuff like that.

45:49 Rhema Tan: So did you enjoy taking those courses online?

45:54 Joy Yuen: I struggle with taking like for example, the guitar one after a while I just stopped because maybe it was like YouTube. Also, I like like there's no need to commit to it. Yeah, Photoshop was a bit hard. I wish I I preferred. I think I would have preferred if I had someone there to show me like, you know live if I ran into a problem using right. The photoshop one Yeah. I totally enjoyed taking it online. Because like this are are you can skip through stuff that you can play that you don't think it's important for you that you know before you can watch your video at like 1.5 times speed. Yeah, so there was good. Yeah, I think like so actually I'm also doing a part-time Masters and because of the pandemic quite a bit of our classes are online and then like they say lah a lot of the nature of what you're studying the content because mine's a bit more relational right. Right. A lot of my classmates my myself included. We prefer if we had face-to-face classes.

47:02 Rhema Tan: Also, it's about that caused because of the content of your course you rather take it face-to-face, right?

47:07 Joy Yuen: And I think somebody else raise the point just now for example, depending on how the online class is delivered. So if it's if it's just a video where you can you know speed up. Yeah, that one I think doing online is great. If it's there's actually a teacher there who is spending time speaking with you then then then then a human touch is lost if we do it like online. Hmm. Yeah, so you consider if you do and like how long you have to sit in front of the computer to do the online course for. So for example, if it's watching a video and you know, it's 10 minutes, that's fine. But like a part-time class that is live and we sit there from like the eight to five thirty. I totally rather it have face-to-face. So these are just some things that change my mind depending on how it's conducted.

48:00 Rhema Tan: How is it called not engaging enough if it's online?

48:06 Joy Yuen: Yeah, you can say so.

48:08 Rhema Tan: Mmm, okay. Thank you so much. Joy. Kent, Have you taken an online course before the pandemic?

48:17 TZE KENT LIM: Oh, yes, definitely for my job wise because we have to clock in around 30, 34 hours a year to keep myself updated all the information so most of my actions online, but generally like what most of the people says that I thought I'll just skip through all the slides. I'll just go skip to all the studies. This goes straight to that answers the examination part.

48:43 Rhema Tan: Do you like the enjoy taking online?

48:48 TZE KENT LIM: depends on our per day it is online if there is a human touch such as like sessions like someone is actually engaging you through the and then you actually share more that experiences. It is just a video or just some PDF slides or just a slide show that yeah, I would not really enjoy I would just skip to everything. Yeah, usually like a presentation. So everything that actually wanted you to think like probably one hour to go to it, but generally will just skip though it. I can just finish in really five minutes.

49:23 Rhema Tan: So would you recommend like taking online courses in general to your friends?

49:30 TZE KENT LIM: It depends. If the causes leads to something like recreational then yeah, why not because I should did before I think it's about coding that I can quite fun to learn something new. Yeah, but other than that it is just for work base, then I don't quite interesting that yeah,

49:52 Rhema Tan: It's not enough.

49:56 TZE KENT LIM: because for us Insurance base, A lot of the information is already like everywhere. So they just want us to make sure that oh you are not lost touch by now. So they just wanted to update us again you same information. So all of that same information, that's why we can easily skip through the slide and go to the examination and we can still pass you see because it's still the same information. If I learn something new then, yeah. Why not?

50:25 Rhema Tan: Okay. Thanks so much. So we move on to the next question that we have. So have you taken an online course during the pandemic? So we started the same order for so a Marn. Could I get you to answer that question first?

## Question 5

50:51 Marn: Yes, I have so I went to this Coursera I think someone else or so mention that you know, there's a lot of the ivy league universities so they have actually come up with a lot of very interesting program very diverse. And I took this specialization course from Inseat. I took one on blockchain. So you know blockchain is about cryptocurrency about smart contracts. So this whole new area for me, so I will say it's

not really related to work. But maybe you could help me to move into a new career opportunity in the future, post COVID.

51:45 Rhema Tan: Hmm. Okay. So do you-

51:49 Marn: So it's yeah, so it's more of self self improvement. Yeah.

51:52 Rhema Tan: so do you feel like the people are taking online courses more often recently due to any reasons?

52:00 Marn: Yeah, you cannot just be watching Netflix the entire day.

52:05 Rhema Tan: So it's like more to the need to self-upgrade themselves.

52:11 Marn: Well, so I'm aside work and you know, like for you school work all that. It could be to broaden your perspective and also to gain new knowledge and new skills.

52:28 Rhema Tan: Okay, do you feel like constant? Do you feel constrained by online learning?

52:33 Marn: Of course, I online learning in a way unlike traditional or face-to-face teaching where you don't really interact with the course tutor right? You have no classmate or coursemates, right? So the ideas that you know, you have no way of validating ideas and also it's a one way delivery, right so is almost like watching a TV program and the content may just you know, get into one ear and then out the other is very hard to basically capture the essence and the content right? So and then after a while if it's a long lecture it becomes a bit is hard to focus and then you tend to drift your attentions and I find that, you know the effort to capture the learning is especially difficult. So what I try to do is I will maybe take notes write summaries and sometimes it's good to basically so I tell I tell my kids, you know, basically I try to tell them what I've learned, but I realize that it's not easy. Because when you listen and for you to be able to express or to explain it to someone else you need to internalise the learnings. So that is something. It's very difficult to do if there is no class discussion. There is no course work that is no, you know Q&A with lecturers. So it's quite challenging. I won't say that it is entirely ineffective, but it's a big challenge.

54:39 Rhema Tan: Okay, I thank you so much, Marn. So the next person - Venice. So have you taken an online course during the pandemic?

54:50 Venice Loei: In terms of online course during the pandemic. I think what I did I think I try to continue what I was doing before the pandemic, but that didn't pan out very well because a lot of it needed a lot of face to face interaction. So I moved on to something like more like personal development like I can't cook at all. So do you know CB I just put the chance to you know, do some videos how to cook rice. Yeah. I noticed that the found a yeah, so I started cooking.

55:23 Rhema Tan: In terms of that course did you feel constrained by having it being done online?

55:29 Venice Loei: Not really cause it's actually pretty straightforward like, oh don't know how many cups of rice don't know how many cups of chicken like, it's pretty straightforward. I guess in a sense face-to-face isn't needed.

55:43 Rhema Tan: Okay. Thank you. Thank you so much Juliette. Have you taken an online course during

the pandemic?

**55:54 Juliette Lo:** Yeah, I have. Um so like I'm waiting for University to start and I am current I'm going to do a degree in something that I'm not very familiar with because it's not the continuation of my diploma. So I use this thing called Coursera also. There's a bunch of courses. Um that are put out by the University of Edinburgh, which is a well-known well-known University for that, does the program in veterinary medicine. So I do the courses that are provided by that school mainly.

**56:42 Rhema Tan:** Okay, did you feel like it was like when you're taking the course, did you feel constraint as compared to if you were to do it or face to face?

**56:53 Juliette Lo:** No, I don't. I didn't particularly feel that way because like the way of um presentation the presentation method was kind of the same as if I was in the lecture theater, the lecturer would present with his slides and his hand gestures and those and his humor and I guess it's all the same. Yeah.

**57:15 Rhema Tan:** Okay. Thank you so much Juliette. So next Vera. Have you taken an online course during the pandemic?

**57:25 Wen Yi Vera Lim:** I yes I have. Oh, yeah, I thought so because I'm going to Uni right because I just graduated that because I also did and also like taking a degree that's like a huge jump from my diploma. So I've changed from Sciences to business. So in order for me to get into that Uni I'm supposed to take a prep course, so I thought I took like three modules - marketing and accounting and finance.

**58:00 Rhema Tan:** So did you feel like you were constrained while learning it because of the online format?

**58:08 Wen Yi Vera Lim:** Hmm. I cost constraint. Not really but I think for at least form. Marketing it was quite easy to learn like online through market like for marketing but like for econs and accounting and finance right, I thought it was a bit hard to catch on like because it was a totally new topic. Right and he like the example that we only had three hours of lecture online, which was through Zoom also, then we had opportunities to ask the lecturers questions but there was time constraints. So like we kind of really, you know, although we can email him and everything but like cannot ask a lot of questions.

**59:02 Rhema Tan:** Okay, so Like if I was to be a face-to-face setting you can just go down straight to him and ask him any questions

**59:11 Wen Yi Vera Lim:** Yeah, yeah.

**59:11 Rhema Tan:** Thank you so much. Thank you so much Vera, Rohan. Have you taken an online course during the pandemic?

**59:27 Rohan Abdullah:** Yes, I have so it was for something called SketchUp. I guess you guys know about SketchUp as well. And in fact, that was one of the only times where I find that I do have that little bit of time to look through the course syllabus because we subscribe to the software and then we will get all these lessons for free right it's available on YouTube as well. In comparison to a taught class. I would think that again my reasoning before that mentioning that I would be able to skip the topics which I find not so relevant and go into something that is more useful for me helps a lot. But then when I don't understand that certain topic, which is important, it's that's that's why we get stuck because we got no one to turn to except for the online forums so that just answer your question also the so I guess the human interaction

when it comes to even dry technical lessons is quite important with so that we will be able to get the answer quite quickly rather than having to search, you know answers online for half an hour. Let's say

60:44 Rhema Tan: So you felt constricted doing online learning in the sense that you find it hard to get out your questions and get answers to the burning questions you had during the course, right?

60:56 Rohan Abdullah: Yes, that this one because when we're watching other videos or following step-by-step tutorials. And that does not really answer a question of what if I want to do this or what if I want to do that. How do I do it?

61:13 Rhema Tan: Okay. Thank you so much.

61:16 Rohan Abdullah: Okay.

61:17 Rhema Tan: Next Jerome. Have you taken an online course during the pandemic?

61:23 Joe Jerome: Yes. Yes. So I'm also doing my part-time masters as well. Basically lessons are done online. In terms of content, there isn't much of a difference in terms of delivery, but when it comes to online meaning one way delivery, the constraint part depends on the lecture. For example, if the content is easily searched up, it's better to just Google and learn by yourself compared to asking the prof or lecturer the same questions. The lecturers and profs think they are very smart, but they go one whole big round and don't really answer the question. So it really depends on the credibility on the whole how good the professor is. That is one constraint I can think about if you have to come up with something. But there are also good profs when you go through some difficulties and they are able to point into the area of difficulty that you are going through. You can't properly express it into Google. So it's more efficient to circumstances to have someone who is easily an expert in an area to give you some tips on where you gone wrong.

63:05 Rhema Tan: So like a constant, so in summary like for you constraint that you feel during online courses is that you're not able to raise questions in real time with the professor's other

63:15 Joe Jerome: Yep.

63:16 Rhema Tan: connecting the online course, so you can like get the information. You can't get your answers your questions you have during the online course answered, right?

63:25 Joe Jerome: Yeah, correct meet with some sometimes when the when a concept is not that straightforward right? It's pretty kind of abstract mathematically the kind of thing. You don't you don't really know how to even Google it. Yeah. So but if you ask the prof why is like that he will be able to kind of go through the process you You very easily. Yeah, it is explained area.

63:47 Rhema Tan: Thank you so much.

63:48 Joe Jerome: Yep, no problem.

63:48 Rhema Tan: Also next Joy. Have you taken an online course during the pandemic?

63:54 Joy Yuen: Yes, I have if so the one for work and the other one is where my part-time course [Masters]

had to go online.

64:05 Rhema Tan: So do you feel like it was constrained learning it online?

64:12 Joy Yuen: Yes, so I think personally for me if you ask me online or face-to-face, straight out face to face online is always a compliment to actual face-to-face learning or interactions. Constraint in what forms? So for example, the word one it was a it was a recorded kind of lecture lah so you just play and learn right and then if let's and at the end, so what? Who was that? They did try to help us facilitate our learning by having short test like test yourself in the end. The only problem is they will only tell us the correct or wrong answer and the solution do it like a month later. So I'm currently yeah receiving emails regarding. Oh so you got this question wrong. And you know, this is the reason why. I have no clue what question that is anymore. Yeah.

65:03 Rhema Tan: mmm

65:04 Joy Yuen: So in a sense it does Echo the same answers the same responses a few of the people who shared before. People is constrained in terms of the learning. Yeah, the other the other way that is constrained is I think it's the physical environment. I think like you're stuck to your chair for like that 8 hours on a Saturday after that your eyes feel really tired. Yeah, it's also so I think in these two areas lah.

65:34 Rhema Tan: So it's also about the responsiveness of the course that you can't get your questions answered in real time. So you learn it for see you learn it properly, but and you also like in the test example that you brought up you get you got your answers to the test like a month later so you can't exactly learn from either.

65:53 Joy Yuen: Yeah, so these are for the recorded lessons online lessons.

65:58 Rhema Tan: Mmm, okay. Thank you so much. Joy, so Kent. Have you taken an online course during the pandemic?

66:07 TZE KENT LIM: oh, yeah, for work related, yeah.

66:11 Rhema Tan: mmm

66:13 TZE KENT LIM: but I think everyone is talking about constraint, like for me, right? Basically when there is online courses during this time, then I think we actually have like what 2 to 3 courses every week. So for me, what I do is actually because it's actually based on the weather. If the weather is cold and rainy I turn on the video and sleep. But but if my it is in the afternoon, well, I can actually or get myself a cup of Starbucks and everything without turn on the video and pretend I am actually interested in the video. Yeah. Generally, that's my constraint. I think the weather is my constraint. It's raining. I just don't feel like doing anything. I just want to sleep. Yeah, so I just start it up. I just go back to sleep and the video will just continue. When I sleep right, I can hear some noises next to me, talking about certain mathematical. Okay? Okay time to learn, okay.

67:19 Rhema Tan: So like for you the concern would be that the engaging I how engaging the course is.

67:26 TZE KENT LIM: Not really the engaging how could that course is actually really is really my environment and the weather around. Me, yeah.

67:33 Rhema Tan: so

67:34 TZE KENT LIM: I have friends without, you know, just now that course so exciting like the that. lecture is talking about others about I couldn't actually engage them in the conversation because I was actually sleeping because it was raining.

67:49 Rhema Tan: Oh, so it's how conducive the environment is for you.

67:54 TZE KENT LIM: Generated environment is very conducive because it's my own home, but the only issue is really the weather. The weather is hot that I will be awake by the weather. Is that raining and cool and we see that obviously sleeping?

68:05 Rhema Tan: Okay.

68:06 TZE KENT LIM: Yeah. I'm not a very good student.

## Question 6

68:11 Rhema Tan: Thank you so much can thank you so much Kent for the answer. So now we'll move on to the next question is which would you continue to take online courses after that pandemic. So can I get Marn to answer that first?

68:32 Marn: I would say as need basis...

68:38 Rhema Tan: As needed basis.

68:39 Marn: Yeah, I'll try to avoid it.

68:42 Rhema Tan: You try to avoid online courses if

68:45 Marn: Yeah, post pandemic.

68:45 Rhema Tan: possible, or oh why so though

68:48 Marn: Yeah. I think for more effective learning better to have face-to-face interaction.

68:59 Rhema Tan: oh, like what would cause it to be more effective like if you were to be face to face?

69:05 Marn: Well for one you can ask questions. All right, the interactions with our fellow classmates, you can also run to your ideas with your classmates and that will definitely strengthened learnings. And also when you share opinions you actually be is a real force of idea that the understanding of the topic. Voice is like otherwise, you can take

69:38 Rhema Tan: Okay.

**69:40 Marn:** all the online courses that you want next week, you know one year in one year out. Yes, forget the Forgotten maybe like 90% of the learnings.

69:51 Rhema Tan: Okay.

**69:52 Marn:** So unless it's relevant to your work is unlikely they will be retained for

69:58 Rhema Tan: Mmm, all right. Do you think online courses should be like the new normal for everyone to take instead of a face to face?

70:09 Marn: Certainly will compliment certain areas, you know, especially if it's just video, you know, just more of the technical ones 1 way delivery, but definitely not a replacement for class based learning.

70:28 Rhema Tan: Okay. Thank you so much Marn.

70:31 Marn: Thank you.

70:33 Rhema Tan: So next, Venice. Would you continue to take online courses after the pandemic is over.

**70:40 Venice Loei:** Definitely not it's very very difficult to learn things online course. I'm personally I'm a more Hands-On person. I prefer to see things with my own eyes and I feel it and I do things with my hands rather than the online courses and I feel it's very one-dimensional. It only fits a certain group of people to be able to do online courses. It's not like for everybody so I wouldn't really recommend it unless you're doing something that has Like only one answer and one solution and you can do it through a video then yeah. Sure.

71:17 Rhema Tan: Okay, so do you think online courses should be the new normal instead of face-to-face classes?

**71:26 Venice Loei:** No, I don't think it should because there's a lot of things that can't be replaced can't be can be replaced by just video. For example, if I ask you to do like we all got chemistry in primary School secondary school if I ask you to like, oh boil the thing you can do it through a video I used to watch to in class. So I feel like these are things are

71:43 Rhema Tan: Yeah.

71:45 Venice Loei: something where you can re you really just can't replace it.

71:50 Rhema Tan: Okay. Thank you so much Venice.

71:51 Venice Loei: Yeah.

71:54 Rhema Tan: So next Juliette. Would you continue to take online courses after the pandemic?

**72:01 Juliette Lo:** I wouldn't take them voluntarily. But if it was compulsory what choice do I have, because yeah, I do believe we will continue to have online lessons because since Primary School, Secondary School, we've all been taught e-learning and then in poly it continued and I think in the workforce who it'll

be implemented as a compulsory, maybe like a few weeks kind of thing.

72:29 Rhema Tan: Okay.

72:29 Juliette Lo: Yeah, just like prepare for rainy days like yeah the pandemic.

72:33 Rhema Tan: So do you think that online courses should be the new normal instead of face-to-face?

72:39 Juliette Lo: I don't think it should be the new normal because like school is a base

72:43 Rhema Tan:

72:44 Juliette Lo: not just for learning. It's about like social interaction making friends making connections and that can be replaced by online learning. There won't be the same like humans are social social animals. We we don't they don't try for like being alone. So yeah, I think face-to-face would be the best the optimal environment for learning as well.

73:10 Rhema Tan: oh, so you think face-to-face as has the quality of

73:14 Juliette Lo: Oh like physically there together with each other.

73:18 Rhema Tan: So that it strengthens the so it's also about like strengthening the bond between each other. It's done face to face instead of

73:24 Juliette Lo: Yeah.

73:26 Rhema Tan: online.

73:27 Juliette Lo: Mmm, I feel like the information is also retained easily more easily if you do it in physically like physically there because like you're in the moment you're present there. So I guess like information gets stored. better that way

73:44 Rhema Tan: Mmm, okay. Thank you so much Judy yet. So next Vera. Would you continue to take online courses after the pandemic is over?

73:57 Wen Yi Vera Lim: I mean it is to upgrade myself while I'm doing something else then. Yeah, I would but like if it's solely just online classes. I doubt I would yeah, yeah.

74:15 Rhema Tan: You wouldn't. Why would you say no?

74:23 Wen Yi Vera Lim: Probably because for me personally, I think it's a little bit ineffective because for example if like worksheets and then like questions to do right? So like if I make a mistake, I wouldn't know how to say when I have a mistake then as compared to when I'm in a physical classroom, right if I make a mistake like my friends around me would correct me and I tried we would discuss and like try to brainstorm and I see how I answer that extra pressure at night. But if I'm alone then that mistake might be brushed off by me so I would have anything new so I feel like it is not very effective or like I wouldn't be able to retain the knowledge from online necessary.

75:20 *Rhema Tan*: So it's because I face to face your friends to help you with your learning process. So if you have anything that you like to reconfirm you can always ask your friends that are next to you face-to-face courses.

75:32 *Wen Yi Vera Lim*: Yes friends and the lecturer and the prof.

75:36 *Rhema Tan*: Okay, do you think online courses should be the new normal instead of face-to-face courses?

75:43 *Wen Yi Vera Lim*: I think it shouldn't be the new normal, you know Venice said before like it doesn't get that to everyone learning needs, you know, I mean, like some people may be better at hands on some people might be better at kinesthetic so they have to actually do it to understand.

76:07 *Rhema Tan*: So do you think you both should be like they should be like, both of them should be used at the same time instead of just one being the main thing.

76:19 *Wen Yi Vera Lim*: But honestly honestly online classes and physical classes are pretty similar. What if you are going to school why not just go for physical?

76:32 *Rhema Tan*: Okay, so is it it's like cause you just feel like it's in general better than online courses.

76:41 *Wen Yi Vera Lim*: mmm

76:41 *Rhema Tan*: Okay. Thank you so much Vera. Also next Rohan which she continued to take online courses after the pandemic is over.

76:54 *Rohan Abdullah*: I think I would yes if if I want to learn a specific skill that will solve the problem at work, but I don't think that should be the new Norm because I think social interaction during the formative years, right? Like what you guys are now is very very important and it cannot be replaced by just dry knowledge being delivered in One Direction. So I think for me Yes online courses would work after we know what we really want. But if if it's for young children and young adults, I think the social interaction plays quite an important role in the overall education.

77:43 *Rhema Tan*: So you think that the the social interaction quality of online courses like an Irreplaceable quality/effect that cannot be achieved with online courses like it's necessary.

77:55 *Rohan Abdullah*: Definitely.

77:56 *Rhema Tan*: Mmm, okay.

77:56 *Rohan Abdullah*: Yes, definitely.

77:59 *Rhema Tan*: But you would continue to take online courses after the pandemic is over like for some select content.

78:08 *Rohan Abdullah*: Yes, because I think that's the most efficient way to cut down time rather than having to spend the resources and the time going to specific then you as I mentioned, but it's still lacking from the traditional education really boring (boring isn't the word he spoke, but similar.).

78:27 Rhema Tan: mmm, so it's more like the convenience of Advantage online courses have

78:32 Rohan Abdullah: You're right here.

78:34 Rhema Tan: Okay. Thank you so much. I Rohan. So next Jerome, would you continue to take online courses after the pandemic is over?

78:45 Joe Jerome: Yes. Yes. Definitely. I mean class will continue going after COVID, the pandemic.

78:52 Rhema Tan: Yeah.

78:53 Joe Jerome: Yeah, so there would be definitely would be instances where Y is equal to learn online. Yeah, but I don't think you should be the norm not even for not even for no more those technical kind of classes where you know where the interaction among people is not not that much needed even for those classes. I think there's value in terms of being their face to face the prof. I think one interesting thing that we had in when I was in university just about two years ago was this whole concept of flipped classroom. So what happens is the profs actually video record what you're going to teach for the lesson and then you basically learn on your own time at home right through the to the online course, right? So the one-directional and then that Tool Time cool (he's lagging out here). All right, the the lecture will basically just give a very brief

79:50 Joe Jerome: overview our lesson on based on the online class. And then if it is any questions, you need answered. Then the students can raise your own pace of learning at home and then whatever queries you don't know or you or you or you want to find out more about can ask the prof. Yeah, so the whole idea of people

80:08 Rhema Tan: so it's catering to that.

80:11 Joe Jerome: that I found it, I found it quite funny, but yeah, it's catering catering to both the people the people who want to learn your own piece and then to find out for themselves that I found it, I found it quite funny, but Yeah, you basically spending two times the timer.

80:36 Rhema Tan: spending through

80:36 Joe Jerome: And on the lesson that you would have taken one hour if the if the prof really teach you doing class here. Yeah, let's make sense.

80:44 Rhema Tan: also if it takes you spending more time on the course, I'm sorry.

80:48 Joe Jerome: Yeah, he's spending more time.

80:48 Rhema Tan: get the part where you spend more time.

80:51 Joe Jerome: Yeah, so if you cousin is basically let's say it's a 3h lesson, right? If we do, there's no online class, right? So the online class basically recorded class of the of the lecture on a professor teaching the content for It Be by is pre-recorded two weeks ago, right? So he pre-record the class and then gives distributed to all the students one week prior to the actual lesson. So the students they want to can we

can look through the video and then and then to take down notes and everything so you can learn it on pace, right?

81:26 Rhema Tan: Oh.

(Jerome lagged out for us here.)

81:26 Joe Jerome: I took during the self learning at home. Yeah, so it is a highly of your classroom. But the fact that you have to be physically present right at the same time a study a case at home. It basically means that you can spend almost full time the timer on the same on the same. Yeah, but I think it's efficient because it really gives you the kind of the you really find out why I don't know and then when you asked the prof any clarify your question and then you really get the content on on what's being thought? Yeah, so I find it quite quite effective.

81:58 Rhema Tan: So would you continue like doing

81:59 Joe Jerome: Yeah.

81:59 Rhema Tan: even after the pandemic is over?

82:04 Joe Jerome: Hopefully I'll be okay. I'll graduate at end of year, right so I won't have to see the prof anymore. But if in future, there will be some kind of cause that would take I wouldn't mind a kind of that kind of that kind of setup if I have time lah because time is the constraint over here. Yeah. Yeah. There's also the other Factor depends on what you learned. Really? I think it really depends on the Like what like what Uncle Rohan mentioned just now, the whole the whole relationship thing is Not is not is really cannot be replace done.

82:37 Rhema Tan: So that the social interaction quality of okay.

82:38 Joe Jerome: Correct. Correct. Yep.

82:40 Rhema Tan: Thank you so much your phone. So here comes a moth that flew in

82:43 Joe Jerome: Yeah.

82:44 Rhema Tan: from my face Joy,

82:46 Joe Jerome: Yeah.

82:46 Rhema Tan: from my face Joy, would you continue to take online courses after the pandemic is over?

82:53 Joy Yuen: Well, I continue yes for the convenience of it. So it's a it's a more like a extra option. Yeah, yeah.

83:06 Rhema Tan: So do you think like sorry why would you like continue to take is it called at the convenience factor or is it like you can learn at your own

83:16 Joy Yuen: mmm

83:17 Rhema Tan: pace?

83:19 Joy Yuen: convenience so generally as a person I like to use my time efficiently and productively so if it's If it's something that I can take at home. Without having to like go for transport and all that if it's yeah, then I will I will learn it at home. So already I am thinking of if you ask me why I'm going to study after the pandemic this is like ad-hoc stuff like it's nothing serious. Yeah, so it won't be like I would

83:59 Rhema Tan: so

84:00 Joy Yuen: take another Masters but online all the way, not. if it's something even if it's going to be something serious like a Masters or official program, then I would rather you know pay and get the quality teaching the interaction and all that. Yeah. So so if I say I will continue online. Yes, I will because I want to continue making use of the efficiency and the convenience that online classes do provide as well.

84:29 Rhema Tan: Okay, so do you think online courses should be the new normal instead of face-to-face?

84:36 Joy Yuen: Never never. Yeah, I'm so sorry for face-to-face classes. And yeah. Yeah, I'm totally for face-to-face. Online classes to me. It is good because it provides added benefits in terms of convenience. So it's always a complimentary for me. Yeah, so like like like

84:57 Rhema Tan: mmm

84:57 Joy Yuen: So like like like a few people were sharing before like Primary School kindergarten actually all the way. Maybe I still Poly, I think the face to face is still very important because that's where you still you're still learning a lot from the the physical environment your sensory skills your interaction skills when it gets to Uni or further, then it might be a bit different. It depends on what you're studying. So for example business, I think these are if you go and look online. The classes, they are possibly more available online you can tell

85:33 Joy Yuen: which kind of content is more visible for online classes to be more than own. Yeah, so I think but I'll definitely hope that I hope that you never know. Yeah, I hope that face-to-face classes were always go on. Yeah.

85:52 Rhema Tan: Okay. Thank you so much. Joy, so Kent. Would you continue to take online courses after a pandemic is over?

86:01 TZE KENT LIM: Uh, yeah.

86:09 Rhema Tan: Yeah, I can tell you yeah.

86:15 TZE KENT LIM: Please okay.

86:16 Rhema Tan:

86:16 TZE KENT LIM: I think we have accepted that online courses is the new Norm. And also because of the convenience, I mean to be honest I same issue, you know, I stay in Yishun, it's so far to go Jurong with companies or like to go town. So for the convenience why it's right. Definitely I mean I can just wake up. I

like what 8:59 and then I can start the class at 9. Why not for the confidence that why not? I think this is the normal and also I think to be honest big Asians, right? I love as a very shy to ask question in class, which usually my friends when I should pass the question for me and for me to ask the lecturers, but it's not even my question sometimes because I'm very much extroverted and outspoken. It's actually benefit people who are shared in nature, especially in Asian people because For first thought in my life, right? I saw people typing questions, like ask me a lecturers through the online platform. Where in the past probably on the in the class right? I'm the only one who has like the only answers. So I think that you have to agree that this new norms right actually help people who are more not interactive or not outstoken to dare to ask the questions in future to actually like the lecturers actually help them to actually help them better understanding to be honest. I think this is a minimum that we should all say yes to it. But of course people are asking that me like by because Master cover you pay more money than you really need this and like all the amount of money that you put inside and then you just prefer like you see a physical person, but I just think that probably this is like some of that be like half half kind of thing. Like because you can communicate everything and not be like no I felt like a human touch but it's still a human touch. Actually. It's just there is a digital barrier in between but I still think that for Asian was yeah. This is a great thing because from first that I really feel that People actually ask questions. I have seen so many questions that they ask rather than just me alone asking the questions.

88:26 *Rhema Tan*: so if you like because it's online you're able to do this less fear of expressing your questions to the lecturer if you have

88:35 *TZE KENT LIM*: Yeah, like because I have like this for me for me. But even more my financial classes, right I have like some of my colleagues they always are actually see the typing the questions inside okay, you have the answers because I and you just ask yourself and it's like I just realized that it's actually not a bad. I mean it's not a bad platform because you look funny the way that you ask question and then without without the lectures like without just speaking out, you know in a class and then you can just type it out and then the lecture will just read out the questions himself and then just share the question everyone. He actually benefited more people. Rather. You like oh wait for everybody to leave the classroom. I will slowly pack my bag and the last person who's pack the bah and then actually she's not really slowing. Okay, but because she's actually wanted to wait for everybody to get out and ask the question. Oh why not just like I think this new

89:33 *Rhema Tan*: it's also like so you don't feel like

89:34 *TZE KENT LIM*: platform is really not bad. Really it's not

89:38 *Rhema Tan*: that's like difference in the quality

89:39 *TZE KENT LIM*: Yeah.

89:40 *Rhema Tan*: quality of how the content is conveyed whether it be online or face It is no difference. to face.

89:51 *TZE KENT LIM*: I don't think so because I have been to because to be honest like we have classes three to four classes per week and the classes that we met. The lecturers are met even like from face-to-face or online. In fact In fact, the quality is around the same. I mean like the lectures, I mean when you being a lecturers you want to share information to your students know we're actually like, you know, stop doing stuff from sharing. In fact, they actually also like the platform being like a lot of people are

asking more questions if you actually like because I have friends who are also lecturers. So they all share with me like, oh it's really good because they actually seem more questions being posted online for them to actually reply rather than they Take it offline. It's a lot more questions. Like people I like to do something. Sometimes people like to text the lecturers, when it's being online then they say let's take these 15 minutes to answers questions online then instead. And if you just answer everyone questions and everyone just benefits from rather than making fried only like to your email just one person and but maybe like 10 people actually ask the same question, but he replied 10 times or already I should copy and paste 10 times, but actually when you just say out loud and the lecturers usually record it so you can always play back when you forget, you can go back to the lectures. I mean the the record of all your questions, I mean so much better. I feel like personally. Why not? I mean, that's a lot. of pro on this technology wise

91:39 Rhema Tan: Okay.

## Question 7

91:41 Rhema Tan: Thank you so much Kent. So now we move on to the next question that we have which is do you think online courses is a growing trend nowadays, so, could I get a Marn to answer that question first?

91:57 Marn: Certainly, I think from where you can see a lot of institute's are offering online courses to supplement the physical classroom courses to reach out to a wider audience that is not just confined to on campus store studies.

92:19 Rhema Tan: Mmm, so if you like so, why do you think it's a growing trend?

92:28 Marn: Why of course there has to be a

92:29 Rhema Tan: Yeah.

92:32 Marn: Demand, right? But the other one of course is the circumstances. So the pandemic in the way is a trigger and in the foreseeable future air travel or even you know, cross-boundary Across the Nation type of travel maybe curtailed so it's partly driven by demand. Second of course is the necessity right to reach out to students that is like not able to get on campus. So like in the U.S. Today definitely visas are not granted for those students. That actually can has no need to be attending physical classes.

93:22 Rhema Tan: Okay, so do you think like one of the factors that are causing you to be growing trend? Is that if the whole entire world is just becoming more and more digitalized.

93:35 Marn: Like I said is necessary necessity by the pandemic, right? And also, yeah, it's really economics. So if they can get more students to sign up online definitely the economies of building bigger schools and all that works to the advantage right? They don't have to have such a big campus and if the student population is reduce the cost of the overheads is also reduced but I think side the quality of the learning and the teaching online courses, in a way, it's definitely it's a supplement to physical causes, but but it's still growing of course.

94:27 Rhema Tan: Okay. Thank you so much Marn for your so next

94:31 Marn: Welcome.

94:32 Rhema Tan: So next very nice Vinnie. Sorry, do you think taking online courses is a growing trend?

94:39 *Venice Loei*: It definitely is I mean since when computers first came out was the first thing that we all did was, you know how to do online stuff. Like for example, if you're having a meeting now and I have a colleague in like China and I want to talk to them usually the last time we have to do is like fly a colleague over or like putting on a phone call, but now we can put you on screen. All right, if I want to learn my a new language, for example, I want to learn like Spanish. I'll have to go and find out Spanish teacher sometimes someone they speak Spanish in Singapore. Ask you find someone to is like most language. It is physically available. But now it's like because everything like I feel it's more like globalization. It's what we also consume for example. Now, we are watching my Korean dramas Taiwan dramas. I all these things you start to the whole world starts merge into one instead of its individual countries and everything. So online learning will be the new Norm because everything will start to combine together and that's when all of us can you know learn together and like share our thoughts online.

95:40 Rhema Tan: Also because of how the world is more becoming increasingly interconnected due to the internet, right? So do you think do you also think that the covid-19 pandemic right now is a possible reason for the growth?

95:55 *Venice Loei*: I'd say that you was always growing but this has just made everything accelerated the process by like it was a I know it was a nice little slope. But now it's like just shoot up because it nobody has a choice a tiny every or her choice. We I would say most of us would prefer to be face-to-face but it's just because people have a choice so everything needs to be accelerated and I mean we wouldn't have this meeting if it weren't for COVID lah.

96:21 Rhema Tan: So do you see like in the future you'll continue growing in a somewhat more people will take online courses.

96:29 *Venice Loei*: definitely because the convenience is there it's cheaper and yeah, just

96:33 Rhema Tan:

96:34 *Venice Loei*: money and timelines. I mean those two are the most important.

96:37 Rhema Tan: Okay. Thank you so much Venice. So next Juliette do you think taking online courses is a growing trend?

96:45 *Juliette Lo*: I think it's a growing Trend the higher the more higher education level you get because it primary school is not really really realistic in a sense because they are not. able to sit still but all the height more higher level maybe like Okay. Sorry. I'm wearing off point. I think you'll be more common in maybe after post posts undergraduate level. So maybe Masters level and above because it'll be more that's added flexibility over there. So people can work while they are getting their master's degree and also it lessens the cost burden because you won't have actually go to the campus. Or like live around the campus area so example, I can do my masters where I'm in Singapore, but my University can be in UK. So yeah courses

also will be reduced. And that will encourage more people to take your online.

97:49 *Rhema Tan*: So do you sitting at the covid-19 pandemic right now is a possible reason for the growth.

**97:56 Juliette Lo:** I think it will it would. Be complementing the growth because I think even without the pandemic it would still grow. But because of the pandemic it will grow exponentially.

98:15 *Rhema Tan*: Okay. Thank you so much Juliette. So next Vera do you think taking online courses is a growing trend.

**98:24 Wen Yi Vera Lim:** Yes, because even before the pandemic I think online class online courses and lessons are already quite well known and quite utilized. Yeah right.

98:40 *Rhema Tan*: mmm

98:42 *Wen Yi Vera Lim*: It was it was just during the pandemic where online courses a lot more visible and it was a lot more. I think it was a lot more showcase showcase during the pandemic.

99:01 *Rhema Tan*: so do you

99:07 *Rhema Tan*: so do you think online courses are growing trend also because the world is getting more digitalized like everyone's getting more interconnected nowadays around the world.

**99:17 Wen Yi Vera Lim:** yeah that actually because how does it I like for example, if you kind of think lessons on it, it's not hard to take lessons online free lessons online that you can think like was I'm all guitar lessons right like someone like learning guitar actually like very easy like if right, if I physically go there and teach you and like you learn from online video is does seem that essentially the same so I see no difference actually.

99:52 *Rhema Tan*: Okay. So much vera for the answer also next Rohan. Do you think taking online courses the growing trend?

**100:10 Rohan Abdullah:** How do you think definitely is going to be a growing Trend and as well Juliette mentioned it is COVID is just a catalyst for it firstly because looking from a business point of view of the service providers write the amount of resources that they have to put in the cost that they have to put in no physical Professor. No online venues that translates to the courses being much much cheaper. And it only it only puts them on. It's not by choice for them to offer online courses, but really they have to We get that extra Revenue. And I think it's quite important as well because the online courses through globalization as what was mention is able to reach people from the far reaches of the world. And that is the good thing about online courses as compared to the traditional delivery of Education. So people in Bhutan for example would

101:11 *Rhema Tan*: hmm

**101:13 Rohan Abdullah:** be access would have access to the courses that we have access to in Singapore. And that is a very very good system. Overall. That's what I think.

101:29 *Rhema Tan*: Okay, thank you so much. Rohan as soon as next Jerome do you think taking online

courses the growing trend?

**101:39 Joe Jerome:** Yes, definitely. I think the points have all been kind of mentioned are the digitization and everything and like Uncle Rohan said right there the whole the whole the whole covid-19 pandemic is really more. Not really. The reason for for the growth is more catalyst. I think I think there was this study done by Bane and company or the Maccanzine and co, this this few months of covid-19, the digitization and integration of the of the whole infrastructure to homes into in the different classes and everything. It's it's not just a progress of five months or six months of pandemics a five years going to five years six years kind of kind of progress. So it's because everybody had no choice right by the stay at home. So and life must go on, right? So it's because of all these different circumstances that you cannot control that digitization is become more and more relevant to everybody and that's why that's why it's going a lot and it's what I think.

*102:31 Rhema Tan:* Thank you so much Jerome. So lastly Joy do you think

*102:34 Joe Jerome:* Yep.

*102:36 Rhema Tan:* Do you think taking online courses is a growing trend?

**102:39 Joy Yuen:** Yes, it is again points have been mentioned. I think it's a bit like e-commerce. So it will it will just keep growing because of yeah the various reasons. Yeah.

*102:52 Rhema Tan:* So the various reasons would be like because it's more cost effective to to be conducted online and that it's

*102:59 Joy Yuen:* wider audience base

*103:00 Rhema Tan:* more. Hmm and that it's that's also like

*103:04 Rhema Tan:* the whole entire world is becoming more interconnected due to the Internet. So it's easier for people to take online courses and find experts

*103:12 Joy Yuen:* mmm

*103:12 Rhema Tan:* overseas then to like source for it here in Singapore.

**103:17 Joy Yuen:** I think the other thing maybe a bit more unique online courses if I compare it to e-commerce is I think it maybe it's a bit of our society as well where we are being pressured to keep upgrading our skills. So for society like that and if there are available online causes people will be kind of like pressure lah by societal demands and trends also do continue upskilling and therefore then online courses will be a very cheap option a cheaper option. I rather lah more accessible options. You have skill as compared to if you have to really go for actual class. And so there might be something else

*103:59 Rhema Tan:* mmm

*104:00 Joy Yuen:* be more unique to online courses going online yet growing trend.

*104:06 Rhema Tan:* Okay. Thank you so much. Joy for your answer.

*(I stopped cleaning here.)*

## Conclusion

104:11 *Min Choong Julian Lo:* Okay, thank you all so much for joining our focus group as been a wonderful 90 minutes talking to all of you. We've heard a lot of different answers like the good localization and its effects on online learning and whether or not people should take master classes online that was interesting topic. We do not have time to explore it now due to time constraints and I think everyone wants to go early. So other than that, we also heard about globalization and it's comparison to e-commerce as well as everyone's different experiences of online learning. for us we didn't know whether people would be exposed to online learning and we thought most of you would say you haven't had prior experience. That's all you crafted a questions that way so let's have been really eye-opening. Thank you very much for your answers

105:05 *Rhema Tan:*

105:06 *Min Choong Julian Lo:* and we'll hopefully keep in touch with y'all and after the focus group so we can like conclude more finally.

105:21 *Joy Yuen:* is all

105:22 *Min Choong Julian Lo:* Yeah, that's it.

105:22 *Rhema Tan:* Yeah.

105:24 *Joy Yuen:* okay,

105:24 *Nadine Rohan:* All right.

105:25 *Juliette Lo:* Okay.

105:26 *Min Choong Julian Lo:* Thank you.

105:26 *Juliette Lo:* Thank you.

105:27 *Min Choong Julian Lo:* Thank

105:27 *Nadine Rohan:* Thank you so much.

105:27 *Rhema Tan:* I do.

105:28 *Marn:* Stay safe

105:28 *Joy Yuen:* Take care.

*105:28 Rohan Abdullah: uncle*

*105:30 Min Choong Julian Lo: Bye.*

*105:31 Marn: Bye.*

*105:32 Rhema Tan: Bye.*

*105:33 Marn: Good night.*

*105:35 Joy Yuen: well organized*

*105:38 Rhema Tan: Thank you so much.*

# **FG2: 31 July 2020**

## **Part 1: Ice breakers/Introduction**

14:22 *Rhema Tan*: Hi guys, so guys, thank you for making the time to come down to the focus group. I'm remodeling your facilitator today, and this is Julian.

14:33 *Rhema Tan*: And we have another group meet as well. So can I get you guys to introduce yourself first? I'll start my own introduction. So my name is Reba. I'm an 18 year old and I'm also a student studying in Nampa techniques mass communication course, and I have a hobby which is three dancing. So Julian, what about you?

14:55 *Min Choong Julian Lo*: Well for me, I'm high on Julian. I'm 19 years here. My colleagues include classical music and learning about stuff online. Yeah, I like learning about new topics. It's a feeling as much as I can.

15:12 *Rhema Tan*: So could I get you guys to introduce yourself one by one next so I'll call out your names and then you introduce yourself. Is that okay? So, could I get a Durga to go first?

15:25 *DURGA SHINI*: Yeah, hi. My name is Durga sp I'm currently a year one student at SUSS.

15:30 *DURGA SHINI*: So I'm doing my degree in early childhood. Yeah, and my hobby I think lazing around lah, I don't know.

15:38 *DURGA SHINI*: reading say that's my hobby.

15:46 *Rhema Tan*: read area like thriller books or

15:49 *DURGA SHINI*: I think more of a fantasy, I guess.

15:51 *Rhema Tan*: Fantasy do

15:53 *Rhema Tan*: Do you read Percy Jackson by chance?

15:55 *DURGA SHINI*: But I think I would say okay, we read like the Harry Potter books for like 10 times, I guess.

16:02 *Rhema Tan*: I love the Harry Potter series a lot. I read I also read quite a few times of it too.

16:08 *DURGA SHINI*: That's why.

16:09 *Rhema Tan*: Yeah, so nice. Thank you Durga. Ah, so next thing where could I get

16:13 *DURGA SHINI*: Welcome.

16:16 *Rhema Tan*: Could I get you to introduce yourself?

16:23 *goh jingrui*: Hi my name is Jing Rui.

16:23 *Rhema Tan*: Yeah, my

16:28 *goh jingrui*: And I am currently going to enlist in NS.

16:35 *Rhema Tan*: So what's your? What's your hobby?

16:41 *goh jingrui*: All right. Now it is doing nothing as much as I can

16:48 *Rhema Tan*: preparation for NS really difficult like you have to go to the gym a lot.

16:53 *goh jingrui*: Not really. Yes be consistent.

16:55 *Rhema Tan*: You ready? You ready in good shape before hand.

16:57 *goh jingrui*: No I just do my best and we might be able to tell myself. I did my best.

17:08 *Rhema Tan*: This isn't that like a BMT before you going to NS. Did you manage to pass?

17:13 *goh jingrui*: IPPT no, I haven't taken it yet.

17:15 *Rhema Tan*: or ippt sorry I haven't taken it yet nervous. I never certain.

17:22 *goh jingrui*: Not really.

17:23 *Rhema Tan*: Are you confident?

17:26 *goh jingrui*: Yes.

17:28 *Rhema Tan*: All right. Thanks Jing Rui. Justin, Can I get you to introduce yourself next?

17:37 *Justin Lee*: I'm Justin, And I'm like Jing Rui, waiting we're waiting for NS and my hobbies that I enjoy running.

17:48 *Rhema Tan*: Enjoy running.

17:49 *Justin Lee*: Yeah.

17:51 *Rhema Tan*: Oh, how far like how far do you normally run?

17:55 *Justin Lee*: I'm more of a sprinter than long distance runner.

17:58 *Rhema Tan*: Oh, do you see how far like do you do like 100 meter sprint 200 or

18:05 *Justin Lee*: yeah 100 to 400.

18:07 *Rhema Tan*: Oh, we like checking few last time for your secondary school.

18:11 *Justin Lee*: Yeah.

18:14 *Rhema Tan*: I also want tonight. I also for my CCA I had to partake in triathlons before Saturday night 20 km + before the yeah all the

18:24 *Justin Lee*: how

18:26 *Rhema Tan*: pretty interesting on it was pretty fun, but it was really really painful to train for because you run until like you feel like fainting every

18:38 *Justin Lee*: Well, yeah.

18:39 *Rhema Tan*: Yeah, it's just it's pretty gruesome going for a training every day. Thank you so much Justin. So next proven easwari. Can I call you that? Can I can I get you to introduce yourself? Thanks.

18:57 *Puvaneswarri Hocoonan*: Okay. Yes. Hi. So I'm Puvanes, you can call me that in short.

19:02 *Rhema Tan*: Okay, let's go.

19:02 *Puvaneswarri Hocoonan*: Yes. I'm currently going to NIE to do my diploma and education for Tamil language and my hobby. I think I would say is I like to read mythological books and to do yoga. Yeah.

19:19 *Rhema Tan*: What kind of mythological

19:19 *Puvaneswarri Hocoonan*: Yeah.

19:20 *Rhema Tan*: mythological books to read

19:23 *Puvaneswarri Hocoonan*: No of the Hindu mythological books. Yes.

19:29 *Rhema Tan*: Oh, okay - really interesting.

19:31 *Puvaneswarri Hocoonan*: Yeah, okay. Okay.

19:33 *Rhema Tan*: That's really interesting.

19:33 *Puvaneswarri Hocoonan*: Yeah, they're quite a lot of books. So yes.

19:35 *Rhema Tan*: Hmm. How did you get into yoga as well?

19:39 *Puvaneswarri Hocoonan*: I started that in Ngee Ann poly. So when I was in Ngee Ann I actually did yoga as a CCA and I continued from there and then yeah, I'm still enjoy doing it.

19:51 *Rhema Tan*: Oh, I didn't know there was a yoga CCA

19:54 *Puvaneswarri Hocoonan*: Yeah, yeah. Yeah we still do.

19:58 *Rhema Tan*: I thought that was like only the Pilates class that was for the S&W.

20:03 *Puvaneswarri Hocoonan*: I was in that too but yes,

20:05 *Rhema Tan*: Oh, thank you so much for your

20:05 *Puvaneswarri Hocoonan*: that is yoga.

20:09 *Rhema Tan*: could I get you to introduce

20:10 *Puvaneswarri Hocoonan*: Thank you.

20:14 *Rhema Tan*: introduce yourself.

20:17 *Izzah Juffri*: Okay. Hi, I'm Marissa and I'm currently reading for my unique start. I'm going to be doing a degree in diagnostic radiography and my hobby includes binge watching Netflix shows. Yeah.

20:33 *Rhema Tan*: So what kind of Netglix have you got so far your favorite?

20:38 *Izzah Juffri*: For now, like, you know those kdramas like this going on every week the

20:43 *Rhema Tan*: aha

20:44 *Izzah Juffri*: recent one. Yeah.

20:47 *Rhema Tan*: Do you like this kind of romance romance shows?

20:51 *Izzah Juffri*: Yeah romance and comedies.

20:55 *Rhema Tan*: Is your fourth of favorite one of all

20:55 *Izzah Juffri*: mmm

20:56 *Rhema Tan*: time?

20:59 *Izzah Juffri*: For me it's called is this kdrama called "save me" is about like a cult happening in Korea. There's like very interesting and quite treating him.

21:08 *Rhema Tan*: Watch that watch that.

21:09 *Izzah Juffri*: Mmm, now you should watch it.

21:13 Rhema Tan: I just I just got like joint account him my friend on Netflix so

21:19 Izzah Juffri: Ah can start watching it.

(I didn't clean this part, ice breakers irrelevant.)

21:24 Rhema Tan: So next I'm gonna get started with some icebreakers next to get guys to warm up to each other. So we'll go down the same order of everyone answering. So the question Be what do you do on a day off? I can I get the got to answer that first.

21:46 DURGA SHINI: hey, what do I do on my day off so I can sleep to be very honest, but

21:49 Rhema Tan: Yeah.

21:54 DURGA SHINI: from that I think I spent on my family and I read books as well. Yeah.

22:00 Rhema Tan: Oh, not much time to spend time if I have anywhere near flow work to do.

22:04 DURGA SHINI: Yeah, because my sister is also studying and you know, my parents the end work quickly. So it is very hard for us to meet each other. Yeah.

22:11 Rhema Tan: Do you guys go for that? You guys eat together as a way to spend time together or equal together?

22:18 DURGA SHINI: Now you say we go out or we go to our cousin's place like I'm doing right now. I'm actually there so then I watching me do this. So, yeah.

22:32 Rhema Tan: Okay, it's pretty it's pretty nice. Thank you so much Tyga.

22:36 DURGA SHINI: Welcome.

22:39 Rhema Tan: Next could I get a singer a dancer that?

22:43 goh jingrui: So on my off days I try to sleep in then I guess they see bit and then I watched shows until the day Pakistan

22:55 Rhema Tan: Oh.

22:58 goh jingrui: and I go to work.

23:00 Rhema Tan: What shows do you watch watch?

23:04 goh jingrui: What whatever is recommended on YouTube?

23:09 Rhema Tan: on YouTube did it mainly like food

23:10 goh jingrui: Yes.

23:11 Rhema Tan: videos or do you watch sports videos?

23:16 goh jingrui: Yeah, what's a bit of everything? I'm like what's not cool videos on winning video?

23:25 Rhema Tan: Who videos Of this of this Obsession a full videos that every time I'm eating I just watched full videos to make myself get hungry or so. The food tastes nice is to me. I like to watch people that eat like this is full tonight korea-japan. This is one Food channel that I really loves called strictly dumpling. So he eats he co-signed Japan and stuff when you watch it, too.

23:50 goh jingrui: Yes, Mike. Yes. Yes, I do.

(I didn't clean this part, ice breakers irrelevant.)

23:56 Rhema Tan: You love his videos like his videos a lot.

23:58 goh jingrui: Yeah, it was a lot of countries very comprehensive. Very nice video.

24:05 Rhema Tan: mmm Yeah, it's pretty it's pretty just watching it was really nice to see I just makes it really hungry. Thank you so much Stingray. So next. Can I get Justin to answer that? Or sorry a mutant.

24:29 Justin Lee: So all my free time I would like to I would love to cook cooking takes takes a while for Vi what about one to two hours?

24:43 Rhema Tan: Oh, what's your what's your favorite

24:44 Justin Lee: So yeah.

24:47 Rhema Tan: to cook like this you guys in the cooking time?

24:52 Justin Lee: This regarding cooking time will be

24:56 Rhema Tan: salmon

24:56 Justin Lee: 7. Yeah, it was easy to prepare. He's good.

25:01 Rhema Tan: How do you how do you prepare the

25:02 Justin Lee: Yeah.

25:03 Rhema Tan: dough?

25:05 Justin Lee: For salmon first first, you have to watch the salmon cause if it has a stinky smell if they're not there yet to season it. Then after that. It's up to you whether you want to pan fry oven. It's quite flexible.

25:26 Rhema Tan: So just up to while you're feeding on the day sure.

25:29 *Justin Lee*: Yeah.

25:34 *Rhema Tan*: It's interesting. Thank you so much. Justin also next proven s what do you do on your day off?

25:45 *Puvaneswarri Hocoongan*: Okay. Um, I think I prefer to sleep in first. And then as the day goes I think I like to organize. Things so I do a lot of organization around the house and then I kind of like to watch Netflix as well. Yeah been watching Modern Family right now. So yeah.

26:07 *Rhema Tan*: Oh, you like those Hannah American sitcoms?

(*I didn't clean this part, ice breakers irrelevant.*)

26:11 *Puvaneswarri Hocoongan*: Yeah. Yes, it's it.

26:13 *Rhema Tan*: Did you watch the office?

26:15 *Puvaneswarri Hocoongan*: No, I think that's the next in line.

26:17 *Rhema Tan*: Mason Ryan

26:18 *Puvaneswarri Hocoongan*: Yes. Yes. So just watch one by one first. I don't like to mix it all up.

26:24 *Rhema Tan*: I think yeah, I love I really

26:24 *Puvaneswarri Hocoongan*: Yeah, yeah.

26:27 *Rhema Tan*: watch the office.

26:29 *Puvaneswarri Hocoongan*: mmm

26:29 *Rhema Tan*: It's it's quite it's really really funny.

26:30 *Puvaneswarri Hocoongan*: Yeah, it's very it's recommended by a So yeah, there'll be next. lot.

26:36 *Rhema Tan*: Thank you so much.

26:36 *Puvaneswarri Hocoongan*: Okay. Thanks.

26:39 *Rhema Tan*: Next

26:40 *Puvaneswarri Hocoongan*: Okay. Thanks.

26:40 *Rhema Tan*: Next is a what would you do on your day off?

26:44 *Puvaneswarri Hocoongan*: Okay. Thanks.

26:44 *Rhema Tan*: Next is a what would you do on your day off?

26:44 *Izzah Juffri*: I said that in my free time. I just lays around for now like trying to make the most of my remaining holidays before school starts, you know. So yeah, so I just clean my room or yeah, like exposure watch Netflix and all that and meet up with friends. Yeah before things get busy.

27:07 *Rhema Tan*: Where do you usually go off your friends Suite to go Cafe hopping?

27:12 *Izzah Juffri*: Yeah, we usually like to try like new things every time you go out. So like sometimes we go to the beach then sometimes go cafes. Yeah, just try out new stuff.

27:24 *Rhema Tan*: honest really fun

27:24 *Izzah Juffri*: mmm Yeah.

27:29 *Rhema Tan*: Oh, hi Hi Sy Yee. Thank you so much. I'm sorry so next so you could I get you to introduce yourself first your name your age your profession and your hobby. Or you're on mute. Sorry, sorry. Yeah, they yep.

27:54 *Sy Yee*: Hi can you hear?. Hi, my name is Sy Yee. My age is 53. I'm a civil servant and nice to see all of you here to do this way together.

28:11 *Rhema Tan*: Okay, what's your hobby?

28:14 *Sy Yee*: My hobby, I love to paint.

28:17 *Sy Yee*: I love to draw and I love to try-marathons

(*I didn't clean this part, ice breakers irrelevant.*)

28:25 *Rhema Tan*: What kind of what kind of paintings do you do?

28:28 *Sy Yee*: What kind of anything I usually do acrylic or oil painting?

28:35 *Rhema Tan*: What kind of do you do like a western style Chinese style?

28:39 *Sy Yee*: Western mainly Western yeah.

28:41 *Rhema Tan*: Western is it like portraits or landscapes.

28:47 *Sy Yee*: Usually I do both I do both.

28:51 *Rhema Tan*: Oh, yo what you recently pain so far?

28:57 *Sy Yee*: Okay, if I have a chance that I show you but later later in our show you can because I need to tell you yeah,

29:08 *Rhema Tan*: Oh, yeah, it's okay. It's okay. Thank you so much.

29:10 Sy Yee: yeah, no worse.

29:11 Rhema Tan: See alright, so now that we finished with the iceberg questions now, we just

29:19 Sy Yee: Google

29:19 Rhema Tan: move on to the focus group questions that we have so far.

(I didn't clean this part, ice breakers irrelevant.)

29:25 Sy Yee: okay.

29:25 Rhema Tan: So we'll go of the same answering order. So I'll just call out your name and then I'll get you guys to answer the question. So the question the first question is

29:33 Sy Yee: Okay.

## Part 2

### Question 4

29:36 Rhema Tan: have you taken an online course before the pandemic? Could I get a Dugout to answer that first?

29:47 DURGA SHINI: So yeah, to be honest. I did not take any online course before that pandemic. Yeah.

29:55 Rhema Tan: Mmm, oh, how come that's so.

29:59 DURGA SHINI: How come because it was just nice for me to Transit into uni. So I was doing busy doing all the registration and all that and there are a lot of interviews. So I think my time got you stop preparing for all of this. So I didn't have any time to obtain any online courses.

30:17 Rhema Tan: Also, like you're like wow, you previously standing before didn't require you to take like courses online to learn about stuff.

30:25 DURGA SHINI: No, because I mean Early Childhood so it's mauve hands off hands off hands off hands on hands hands on so I think it requires a lot of practical stuff. So not so much of online activity.

30:40 Rhema Tan: Alright, thank you so much Durga.

30:44 DURGA SHINI: Welcome.

30:45 Rhema Tan: So next Jing Rui have you taken an online course before the pandemic?

30:51 goh jingrui: No not know because before the

30:55 Rhema Tan: How can I tell?

30:59 goh jingrui: Before the pandemic was the last year of our poly and we had a lot of we had FYPand he had a lot of stuff to do so I was like no time, you know for us to do online course. Has or even do anything else?

31:22 Rhema Tan: Oh, so you like you didn't take any stuff online like the lectures didn't enjoy any information through mail or anything?

31:32 Sy Yee: Google

31:34 goh jingrui: No.

31:35 Rhema Tan: Oh, okay. Thank you so much Stingray. So next Justin. Have you taken an online course Oh, okay. Thank you so much Stingray. So next Justin. Have you taken an online course before the pandemic?

31:51 Justin Lee: I have in fact it's one of my

31:54 Rhema Tan: Oh, okay. Thank you so much Jing Rui. So next Justin. Have you taken an online course before the pandemic?

31:54 Justin Lee: I have in fact it's one of my modules by got the, its cell culture.

32:01 Rhema Tan: Oh.

32:02 Justin Lee: Yeah.

32:04 Rhema Tan: So the learning did you enjoy taking

32:04 Justin Lee: We'll call it, yeah

32:08 Rhema Tan: it?

32:11 Justin Lee: To a certain extent, yeah

32:13 Rhema Tan: Is it cause of the content? I was it really dry.

32:18 Justin Lee: The content was okay. The plus point was that I was more flexible. I could speed up at parts that I'm good with and slow down a part and if I face difficulties with so yeah, there was a plus point of the e-learning.

32:39 Rhema Tan: So would you have preferred to take this e-learning course if you were to be in face-to-face, or would you have still done it on e-learning?

32:49 Justin Lee: I would have preferred it face-to-face as there will be more interactions between the

lecture and student.

32:57 Rhema Tan: Hmm, so is it?

32:58 Justin Lee: Students with its I can confront the

32:58 Rhema Tan:

33:04 Justin Lee: electrons form.

33:05 Rhema Tan: Oh, okay, okay. So would you recommend taking an online course to other people?

33:15 Justin Lee: I would recommend again online course to aid their studies, but I wouldn't recommend replacing an entire lecture.

33:24 Rhema Tan: All right. Did you just say you to benefit from this course? Like did you manage to learn effectively?

33:33 Justin Lee: Yes, I did those areas that I struggled with was. How would I put it? mostly has to do with like Visual visual aids that's where the e-learning came and helped cause I like this was more dry and very, as for e-learning. It's very visual. I don't know how to say it.

34:11 Rhema Tan: Okay, so for you in general, it's just that you feel that the e-learning courses is good. That is very convenient.

34:19 Justin Lee: Yeah.

34:20 Rhema Tan: It's very convenient and then you could take you on the comfort of your home, but you didn't like that. There's no interaction. So you can ask questions to your lecture on the spot in case you have any burning questions you want to answer.

34:34 Justin Lee: Yeah.

34:35 Rhema Tan: All right. Thank you so much. Justin. Also next proven s have you taken an online course before the pandemic.

34:47 Puvaneswarri Hocoonan: No, actually right before the pandemic especially during the just recently it was my stint my intern and stint. It's something like an attachment to a primary school because I'm moving to do my diploma, right? So rather than attending an online

35:05 Puvaneswarri Hocoonan: course I come it's more of me coming up with materials for the kids to do at home. Yeah, so no, I've not taken an online course.

35:16 Rhema Tan: So is it because like the stuff that

35:17 Puvaneswarri Hocoonan: Yeah.

35:19 Rhema Tan: you're studying that's required to do Hands-On work.

**35:24 Puvaneswarri Hocoonan:** Yeah, it's basically Tamil language teaching to Primary School students. So yeah, it's a lot of more Hands-On as well. Yeah, I guess.

**35:34 Rhema Tan:** So you like you need to be able to so

**35:34 Puvaneswarri Hocoonan:** when

**35:37 Rhema Tan:** that you can really practice doing that in an online platform?

**35:42 Puvaneswarri Hocoonan:** We managed to do it. We tried we managed but given that it's primary school. So children had quite a few difficulties as well on their part. So yes we managed through it.

**35:55 Rhema Tan:** Would you recommend taking online

**35:56 Puvaneswarri Hocoonan:** Yes.

**35:59 Rhema Tan:** courses to other people?

**36:03 Puvaneswarri Hocoonan:** (Sigh) I think the approach and cons for it. So I mean if you really want to fully understand what you're learning. I don't think that online causes will be the right way to go. Because there are only a very that only a certain things that they can teach during online course. So I would rather a face-to-face instead of an online course. Yeah.

**36:27 Rhema Tan:** For you, what would the pros be for the online course?

**36:31 Puvaneswarri Hocoonan:** um Until think we learn let me just speak for my experience that I've actually done lessons through Google meets as well. So one way is that teachers try to explore the technology and students can you know use Tech as a way to learn as well. It's not just within the four walls of a classroom. So that's one of the major Pros I would say.

**36:59 Rhema Tan:** So it's just getting them to be more

**36:59 Puvaneswarri Hocoonan:** Yeah.

**37:02 Rhema Tan:** sincere.

**37:03 Puvaneswarri Hocoonan:** Independent as well.

**37:04 Rhema Tan:** Oh and also getting

**37:05 Puvaneswarri Hocoonan:** Yeah.

**37:06 Rhema Tan:** to like the internet and technology

**37:08 Puvaneswarri Hocoonan:** Yes.

**37:08 Rhema Tan:** these days.

37:10 *Puvaneswarri Hocoonan*: Yeah, correct.

37:10 *Rhema Tan*: All right. Thank you so much.

37:11 *Puvaneswarri Hocoonan*: Yeah. Okay.

37:16 *Rhema Tan*: So next, Izzah, have you taken an online course before the pandemic?

37:22 *Izzah Juffri*: Oh, yeah, I did during my life because during holidays right? We have home based learning Vic's in poly. So yeah, there's only time that I actually took out an online course. Yeah, e-learning.

37:37 *Rhema Tan*: Who did you enjoy taking it?

37:38 *Izzah Juffri*: mmm I think that it was okay because like you are able to do OTOT. So it's not rushing. Yeah, and you can do it in the comfort of your own home as well.

37:53 *Rhema Tan*: So you prefer would you prefer taking the course that you did in face-to-face or online?

38:02 *Izzah Juffri*: Funny I'll see you definitely face-to-face because we've online courses there are a lot of cons also like for one right. You cannot clarify something. If a teacher like straight away, like if you don't understand and also the lecture notes that they upload might not be as informative. So it might be harder to understand for some people. Yeah.

38:31 *Rhema Tan*: All right. So would you recommend taking online courses to other people?

38:39 *Izzah Juffri*: I think I think it's okay depending on the person the way they learn like their learning style.

38:48 *Rhema Tan*: So is it that some people prefer to

38:48 *Izzah Juffri*: Yeah.

38:51 *Rhema Tan*: be more interactive with the learning? So it's more Hands-On. That's why they prefer face-to-face.

38:57 *Izzah Juffri*: Yeah, I think that some people definitely learns that when this interaction like a student-teacher interaction rather than online.

39:10 *Rhema Tan*: So online just lacks the interaction between students and they also can't like ask questions want Aeneas lie.

39:16 *Izzah Juffri*: Yeah, Kurt.

39:18 *Rhema Tan*: All right. Thank you so much Izzah.

39:21 *Izzah Juffri*: Yeah, I'll come.

39:23 *Rhema Tan*: So next Sy Yee. Have you taken an online course before the pandemic or is he there? Although it's not that I think so. I'll get Chee How to go first. Oh, actually I could also get you to introduce yourself first. So could I starve your age profession and your hobby? Yep.

39:50 *CheeHow Chua*: Age ah? 48 this year. this year probably the oldest around.

39:56 *Rhema Tan*: What is your yeah.

39:57 *CheeHow Chua*: My occupation advertising not like the advertisements that you usually see a lot of people have a misconception that advertising is like slightly the commercials that you see on TV. Not only that but the a lot of planning My occupation advertising not like the advertisements that you usually see a lot of people have a misconception that advertising is like slightly the commercials that you see on TV. Not only that but the a lot of planning behind that my occupation advertising not like the advertisements that you usually see a lot of people have misconceptions advertising means that the commercials that you see on TV, not only that but the a lot of planning behind that so and they'll of like meeting clients and Coordinating behind the scenes before you even see the commercial. So those are the words I do.

40:37 *Rhema Tan*: Oh, so you put out like online advertisements?

40:40 *CheeHow Chua*: That's the misconception. That means I'm talking about those now. I don't put up. I don't put up.

40:44 *Rhema Tan*: Also, what can I do?

40:45 *CheeHow Chua*: I arranged the meetings. I meet the clients. I do the planning and I couldn't coordinate projects. Yeah, yeah.

40:53 *Rhema Tan*: Mmm, all right. So, what's your hobby?

40:58 *CheeHow Chua*: My hobby a lot. Music, Sports about I'm reduced to watching sports most of the time Most of the time right now. Haven't been actively playing for maybe 10 years now. Yeah, so

41:13 *Rhema Tan*: Oh.

41:14 *CheeHow Chua*: Watching movies, playing the guitar. Yeah, I enjoy reading.

41:21 *Rhema Tan*: What did you use to do?

41:22 *CheeHow Chua*: Yeah.

41:23 *Rhema Tan*: Oh, what did you use to do last time for your sports?

41:27 *CheeHow Chua*: basketball mostly Yeah.

41:31 *Rhema Tan*: This to keep up-to-date like watching basketball games and TV.

41:36 *CheeHow Chua*: Not since Kobe Bryan died. Yeah.

41:45 Rhema Tan: Is the real lost that he died?

41:47 CheeHow Chua: Yeah, but not long after that the pandemic start a lot. So I guess we didn't miss much.

41:52 Rhema Tan: Okay. Thank you so much. So now I start with the one question that you have. So have you taken an online course before the pandemic?

42:02 CheeHow Chua: Nope. Yeah.

42:05 Rhema Tan: how come

42:05 CheeHow Chua: How come on well, it was not that

42:06 Rhema Tan: yeah.

42:09 CheeHow Chua: common because at my age if I want to take an online course, it would be like maybe distance learning with some University or if any WFG courses would be held online. But but there are very far and few between now and I guess probably 90% of the WFG courses were offline or online. Yeah.

42:36 Rhema Tan: So it's mainly that the content that you're studying this it is it that it requires you to do it Hands-On learning.

42:46 CheeHow Chua: I guess from my for the nature of my jobs scope and the kind of knowledge that I deal with hands on a bit. Yes, like say for example, you were talking about things like video production that if you learn offline, it will be maybe more conducive than learning online and it's easier for the instructor to teach you offline and I said and from experience because I don't have a friend who is teaching Video production and he had to go into, He had to go through a lot of problems a lot of challenges to be able to shift his lessons online where the pandemic started for both in for the rest. It's more of like maybe marketing knowledge business knowledge things like that. So it doesn't make a well it does make a difference. It's wrong for me to say it doesn't make a difference but for the content itself then it's I guess it's the same whether you're learning online offline, but as what Izzah said just now and I guess maybe some some of the participants also say there's now that you miss actually the interaction plan with the other participants, I guess that is pretty lah because you you don't really get a lot of changes like no to do good meet people like that. So if it's an online, even if it is a My class then I don't people will not be so like open to like, you know want to keep in touch after that. But if you are if it's offline, then you'll be able to meet, you know, during breaks and you have those opportunities to talk to those people and you can make more friends. Yeah. (Networking)

44:44 Rhema Tan: So so so I just thought I didn't catch out what it is WSG.

44:49 CheeHow Chua: WSG

44:50 Rhema Tan: But it was WS G. Sorry.

44:53 CheeHow Chua: Workforce Singapore

44:54 Rhema Tan: Oh, okay. Thank you so much Chee How. Next, can I get Sy Yee to answer. Have you taken an online course before the pandemic?

45:11 Sy Yee: Yes, I have actually taken an online course before but I don't really like the feel of it. I think it's really likes the personal touch that an instructor can really give you.

45:25 Rhema Tan: So what was the course about?

45:29 Sy Yee: Actually, I attended this course about some instructions to set up certain new software with which I thought is very instructional. That means they just give you step A to steo Z. Although at times you may be able to ask questions, but Somehow he doesn't feel personal if you was very harsh. I say cold very cold.

46:07 Rhema Tan: So yes like that social interaction between the student and the teacher.

46:12 Sy Yee: Is not just a way is speak spoken also the eye contact and interaction with the other people in the same class. I think that helps a lot in terms of learning because when you get to see you get here, you will feel that you're learning a bit more whereas if it is just in front of a computer screen just looks very odd.

46:38 Rhema Tan: So did you enjoy taking the course?

46:38 Sy Yee: No, I don't but during COVID if you have no choice then is better than not having it.

46:50 Rhema Tan: Did you benefit at all? Like did you manage to learn how to set up the website the software?

46:56 Sy Yee: Yes, I managed to but I seems to have to take a lot more time trying to take down notes or the fear of not being able to go back to see to ask questions and if you miss one step, what's the next step next here is there so in this interactive with instructor in front of you is different because three when you ask and you see the result we got also ask you say not bad. Not in the not alone kind of thing.

47:29 Rhema Tan: So what you recommend taking online courses to other people?

47:34 Sy Yee: No.

47:37 Rhema Tan: But no it wasn't a particularly enjoyable experience for you. Thank you so much. See

47:44 Sy Yee: Welcome

## Question 5

47:45 Rhema Tan: So this question be directed this next question be directed to Jing Rui and Durga. So I'll start with the gaffer's so after hearing about all the experiences from the other participants on them taking online courses. How do you now feel about online courses?

**48:06 DURGA SHINI:** Actually, I forgot to mention so during my time. I'm Poly as well. I had online lessons as well and just like some of them it wasn't a very good experience. I rather have face-to-face lessons because I can clarify questions and I can interact with my peers and by interacting with my peers, can learn more and during online, during face-to-face lessons teachers tend to share their own personal experience, which we kind of like doing online courses. So yeah, I prefer face-to-face.

**48:39 Rhema Tan:** So like if it's face-to-face, you could like ask your friends for some of the questions that you don't know how to answer.

**48:47 DURGA SHINI:** Yeah.

**48:48 Rhema Tan:** You could discuss like how to do it and stuff.

**48:51 DURGA SHINI:** Yeah, because you know, sometimes you can always be note asking the lecturer so we can also ask our friends. But then when we are doing it online, we only can ask our friends to text. You know, FaceTime is not possible because they don't have online course, so I think I prefer face-to-face.

**49:06 Rhema Tan:** Hmm. Alright, thank you so much douga.

**49:09 DURGA SHINI:** No problem.

**49:10 Rhema Tan:** So next thing Ray so hearing about all the experiences of other people taking online courses. How do you feel about online courses now?

**49:22 goh jingrui:** Based on what I think online courses are important and it should be arises out on a default for more people. Because I think online learning is more flexible. And if I'm not wrong, it's just in situ can go at his own pace doesn't follow the class me. I know that you don't get to ask questions, but I think that at the end of the day as long as you made you go your own pace and you understand what's going on, I think.

**49:53 Rhema Tan:** Oh, so you would say a pro of

**49:57 Rhema Tan:** taking an online courses that you're able to learn at your own pace.

**50:02 goh jingrui:** Yeah cons for online learning.

**50:04 Rhema Tan:** Do you find any cons to it?

**50:13 goh jingrui:** I think there's not much cons for online learning because you have any questions. I guess you can just consolidate them and again and ask one short rather than having one question. I mean, I guess it's same thing as online lecture. You just keep it down to the end of the chapter or like we're done you just you know, like ask him and. For him to reply you as well.

## Question 6

50:37 Rhema Tan: All right. Thank you so much Jing Rui. Also next to move on to the next question that we have. So we'll go to the same answering order. So the question is have you taken an online course during the pandemic and could I get a Durga to answer that again?

51:02 DURGA SHINI: So have I taken an online course during the pandemic? No, but we're having a pandemic now, right? So the next week I actually have I'm starting my uni, so kind of like, you know stress about this because it's online and like I mentioned earlier I prefer face-to-face lessons. So I've not had the experience yet. But when I'll update you about it.

51:26 Rhema Tan: Do you feel that the experience taking online course, would it be the same as taking online courses before the pandemic?

51:34 DURGA SHINI: I think maybe the maybe that maybe pressure. I don't know but I think it might be the same because you know, it's still the same things. You still kind of talk to your friends. think it's same. You still can't see the teacher so

51:48 Rhema Tan: So do you feel like I do feel constrained taking online learning?

51:53 DURGA SHINI: Oh, yes, I do because I know we talked about Early Childhood. It's more of you know, practical stuff. You have to interact with your colleagues your teachers the children and even that's how you learn because I know any child who is about interaction interaction and building meaningful relationships. So if you're going to do it online, it's just you know, it's just me interacting with the PC and you know, there's this long meaningful bond or anything. So I think it's quite hard.

52:18 Rhema Tan: So it's the is the social interaction that you like and it's also necessary for the course for the stuff that you're starting right now.

52:26 DURGA SHINI: Yes.

52:28 Rhema Tan: All right. Thank you so much, Durga.

52:31 DURGA SHINI:

52:32 Rhema Tan: So next Jing Rui have you taken an online class during the pet Epic?

52:37 goh jingrui: Yes, I did not take an online course the pandemic because I'm kind of working for three months in the lab and no online course because they can have people gathering for the cost in real life.

52:52 Rhema Tan: Oh, so what is this lab actually about?

52:57 goh jingrui: Labs are testing covid sample.

52:59 Rhema Tan: Oh, okay. So did you feel constrained by online learning?

53:05 goh jingrui: No, I'm more comfortable.

53:09 Rhema Tan: Mmm, so did you enjoy taking it?

53:14 goh jingrui: Yeah online.

53:16 Rhema Tan: Would you prefer taking this face-to-face or online?

53:24 goh jingrui: Online, It's more flexible. As I said for instance the course is at 9 a.m. And you have to be there at 9:00 a.m. You have to come for traveling time and everything. If you are doing it through online, you can just wake up like maybe 8:50 and freshen up and go like this on your computer in here this may vary for the online course.

53:46 Rhema Tan: Say that the convenience aspect of the online course.

53:49 goh jingrui: Yeah.

53:51 Rhema Tan: So would you say would you recommend it to other people?

53:54 goh jingrui: Yeah, for sure

53:57 Rhema Tan: So, how did you manage to benefit like did you manage to learn what you need to learn from the course?

54:03 goh jingrui: Yeah, the thing the one thing that's good about online courses or is that all the information can still be found online at the end. Whatever they gone through they just post the entire session online. So if there's any issues, you can just view it on for by yourself.

54:20 Rhema Tan: All right. Thank you so much Jing Rui. So next Justin, have you taken an online course during the pandemic?

54:33 Justin Lee: Yes, I have I took an online course on General Dentistry. It's not very complex. Just general idea of Dentistry.

54:47 Rhema Tan: So did you feel that the experience is the same as before taking online course before the pandemic started?

54:56 Justin Lee: I didn't have prior Dentistry course or anything before the pandemic. It was just during this pandemic that begin to curious about Dentistry. So that's why.

55:14 Rhema Tan: So would you say you felt constrained by the online course?

55:19 Justin Lee: Not really. The good thing about the online course was that I was able to go at my own pace. Then I could pause it that any given time and then like brought in my curiosity on the subject which I find this very helpful.

55:42 Rhema Tan: All right. Thank you so much, Justin. And next Puvanes. Have you taken an online course during the pandemic?

55:53 Puvaneswari Hocoonan: Okay, I have actually I think it's mainly right before the attachment that I mentioned earlier. I was given a one-week course, so it was supposed to be in the Academy of Singapore

teachers, but due to the pandemic it was everything was online. So yes, I have taken during the online course during the pandemic.

56:16 *Rhema Tan*: So do you feel constrain taking the course

56:17 *Puvaneswarri Hocoonan*: Yeah.

56:18 *Rhema Tan*: course online.

**56:20 Puvaneswarri Hocoonan:** Oh, yes, we couldn't clarify a few doubts. And I think it's more like because there were a lot of people in the session and sometimes it is a it's also like your hesitant to ask a question, you know in a classroom. It's just like or you can raise your hand and you can just ask the question but however in an online setting and you won't know who is looking at you always not looking at you, you know, so people will feel very constrained to even ask questions at the point of time. So, I think that's one one setback having an online course, but I think there are good things as well. They do have their recorded sessions uploaded like how one of them mentioned and also like you get the whole deck of slides as well, you know, because sometimes when we are face to face sessions, they might just say, oh you are supposed to take down or not. So you won't have your slide and all that. So yeah, I think they have this pros and it's cons.

57:15 *Rhema Tan*: Jose able to review the world afterwards. So it's also partially about able to learn at your own pace as well. Since you can't catch what I was taught early on you can review by

57:24 *Sy Yee*: What?

57:24 *Rhema Tan*: yourself. It's on.

57:26 *Puvaneswarri Hocoonan*: Yes, correct. Correct. That's true.

57:28 *Rhema Tan*: Do you feel like it's the same like taking an online course would it be the same taken before and after the pandemic before I'm doing sorry.

**57:36 Puvaneswarri Hocoonan:** Before the pandemic, it's like you would somehow I mean, it's like let's say for my case, right you might be able to bum into the person somehow and you can still ask them the question but I think during the pyramid that's not possible. You know, it's like like one of them mentioned you are unable to contact them and just ask them. Yeah, so that's one constraint. I think I think.

58:04 *Rhema Tan*: So could you describe your experience? I teaching online to the Kids, yeah.

**58:11 Puvaneswarri Hocoonan:** To the kids. Oh, wow. That's there was actually very interesting because I mean I was given the lower primary so you have kids who are like "Oh teacher. I can't I can't come online because I don't know how to come online" kind of thing. So that's a bit of a struggle. So that's one thing you see so and then I have parents asking me you might have mentioned it in the class to the kids, but parents will be like "oh so is this happening on this particular day or am I supposed to give my kids this?" so there are a lot of I think breakdowns in communication. Especially when they are younger. But well we did portraits. So yeah.

58:58 *Rhema Tan*: The experience I teaching the kids during the course. to pay attention or the damage.

Take away what you're trying to Take away what you're trying to learn.

59:07 *Puvaneswarri Hocoongan*: I think they were able to grasp

59:07 *Rhema Tan*: I mean teach them.

59:11 *Puvaneswarri Hocoongan*: certain important things. But then again you are not able to really check on it until like once the pandemic was over and school started reopening. I think that was one time very good assess where the kids could actually grasp whatever they were being taught and there are certain things that kids are able to grasp and certain things that are not I think we have to be fair to them as well. It's not easy to sit down the whole day in front of a laptop and just learn they are also new to it. I think like for us we are more we are more exposed to such learning like we have remote learning and stuff like that in poly and everything. So but they are not they're not used to it. So yeah, I think

59:58 *Puvaneswarri Hocoongan*: So this that was one thing that how they grasped it and everything.

60:03 *Rhema Tan*: So how would the assessment actually go for it seeing how well they learn?

60:08 *Puvaneswarri Hocoongan*: They were given like a certain short quizzes and they were given some weighted assessment as well. So yeah, those are the ways that we actually try to assess whether they have managed to grasp whatever that they have actually been taught. And yeah, we did spend a couple of more weeks to actually recap everything but yes.

60:29 *Rhema Tan*: All right. Thank you so much Puvanes.

60:31 *Puvaneswarri Hocoongan*: one Thank you.

60:34 *Rhema Tan*: Also next Izzag, have you taking an online course during the pandemic.

60:41 *Izzah Juffri*: I know I haven't but during the pandemic I have been watching YouTube videos in order to learn new skills such as watching cooking videos because I feel that is a good platform to learn learn new things and you can actually also learn more through online by looking at the comments section. Like you can see everyone discussing about the content or like clarifying any doubts that they have

61:13 *Rhema Tan*: So could you describe your experience

61:13 *Izzah Juffri*: Yeah.

61:15 *Rhema Tan*: like a learning cooking videos online? Like do you feel constrained?

61:23 *Izzah Juffri*: I don't think so because cooking video is actually a very thorough so by watching them cook right you can I feel like it is easier to follow than just, you know, like reading from a recipe book. Yeah.

61:38 *Rhema Tan*: So what do you think? It'd be better take that cooking experience? I mean cooking course face-to-face or online.

61:52 *Izzah Juffri*: Maybe online, you- no-, maybe like face-to-face will be a better experience because you're actually there with the with the person but I wouldn't mind doing it online also because I can learn

as well like either online or in real life.

62:12 Rhema Tan: Also, there's like no much difference to you when the whether you're

62:14 Izzah Juffri: Yeah.

62:14 Rhema Tan: learning it online or face to face.

62:18 Izzah Juffri: Yeah, correct.

62:19 Rhema Tan: All right. Thank you so much Izzah. So next Sy Yee. Have you taken an online course during the pandemic?

62:29 Sy Yee: Yes, I have actually. Taken a course about how to make bread at home, so I thought it's okay. It's okay.

62:48 Rhema Tan: So do you feel like yours constraint taking it?

62:53 Sy Yee: Yes, I live here. It's okay, because I managed to follow the simple steps for ingredients to buy how much time as we said there are burn and how to make the bread so it seems okay for simple tasks like that cause the outcome

63:14 Sy Yee: outcome depends on how well you actually follow the instruction. So an online course will help you provide a basics then it is not too complicated I think is okay is quite viable, but there's no interaction. Like the way you meet instructor face to face.

63:38 Rhema Tan: So given a choice you would still take this cause face to face instead of online.

63:44 Sy Yee: Yeah, maybe I just give you one example of another type of thing, which I thought will not work for online. For example, if you want to paint something, you know an interesting painting so here is a simple coloring thing is fine. But if it is something more difficult like the more effort you need to apply onto a paint the amount of techniques you need to use online course will be very difficult to follow it is not able to show you on a 3-dimensional basis in a sense. You can only show you what is spoken

64:28 Sy Yee: and and it can show you the field the effort the what do you call it the personality of it.

64:39 Rhema Tan: Would you feel at the experience of taking the online course during the pandemic? Is it the same as before the pandemic?

64:50 Sy Yee: I tend to cherish it more and because there's no other way.

64:53 Rhema Tan: Yeah. Thank you so much. Sy Yee. Chee How, could I get you to answer?

64:58 Sy Yee:

65:04 Rhema Tan: Have you taken an online course during the pandemic?

65:07 CheeHow Chua: Yes, I have I think three courses in Toto.

65:13 Rhema Tan: So what was like one of the course

65:15 CheeHow Chua: Yeah.

65:17 Rhema Tan: about?

65:21 CheeHow Chua: basically about marketing

65:24 Rhema Tan: Okay.

65:24 CheeHow Chua: different aspects

65:27 Rhema Tan: Do you feel constrained taking it online?

65:31 CheeHow Chua: I guess maybe I like to say that. We're talking about online course as opposed to offline, which is face-to-face and if say for example in a classroom setting so we're really talking about the class of people taking a lesson online for - live. It's not pre-recorded. So it's not like if you watch a YouTube video where you can stop or pause and have a break. So it's still very much alike, you know the the schedule and the pace is is the same as offline. Yeah, but the students are all at home, and we only meet on like say Google meet on Zoom. So I don't find much difference in learning the content as I mentioned just now. The only difference is you like the opportunity to actually like interact with the other the other people in the class say for example, during your breaks your lunch breaks or your coffee breaks or things like that if we have more opportunities to actually meet. and talk about things or you will discuss topics and and near as such classes. They always come with like group work. So it's different if you can only have like a breakout room and a few people chatting online. Of course, it's much is a much can be face-to-face and discuss about conducive learning environment if you it, you know. It's sometimes you even carried over to the break time. You can still talk about things. So I guess that's the part that I feel is very precious and it's not there if it's online if the course is

67:39 Rhema Tan: So so one of the differences that you

67:40 CheeHow Chua: online.

67:43 Rhema Tan: feel that it's important is the difference in the learning environment between online and offline.

67:49 CheeHow Chua: That's the interaction part that I just mentioned.

67:51 Rhema Tan: All right. So would you prefer taking the online course live record live or would you like it to be pre-recorded?

68:01 CheeHow Chua: I would like it to be face to face.

68:05 Rhema Tan: How about if you had like if you didn't have like a choice to be face

68:08 CheeHow Chua: If I don't have a choice, I would

68:08 Rhema Tan: to face?

68:10 CheeHow Chua: still like the live lesson. Yeah.

## Question 7

68:14 Rhema Tan: Okay. Thank you so much Chee How. So next we will move onto the next question that we have. So the next question would be would you continue to take online courses after the pandemic and could I get Durga to answer that first?

68:38 DURGA SHIN: After the pandemic will I take online courses? I think it really depends say if I'm not able to make it then I don't prefer online course, it's not if I can get the chance to do a face-to-face lesson. I would definitely go for it. Like I mentioned earlier because my area of studies are requires me to interact a lot. So online causes I don't think will support my learning as much as you know face-to-face lessons.

69:06 Rhema Tan: So do you think online courses should be the new normal like everyone should be taking it?

69:12 DURGA SHIN: You should only think if you don't have a choice, if you're not able to be there physically then yes, if not, I think about is also different people have different opinions. So in my view, I think I really prefer face-to-face lessons. So I if you ask me I don't think it should be the new Norm in my own opinion.

69:32 Rhema Tan: All right.

69:32 DURGA SHIN: Yeah.

69:33 Rhema Tan: So next Jing Rui would you continue to take online courses after the pandemic is over?

69:44 goh jingrui: Yeah, I think I will continue taking online courses because as I mentioned before I think it is much more flexible. And I think it provides ease to majority of people they cannot make it to the specific to reach a specific location if they have to

70:07 Rhema Tan: So would you think that online courses should be the new normal?

70:14 goh jingrui: Yeah, I think they should.

70:17 Rhema Tan: All right. So, why do you think so is it caused the convenience aspect of it?

70:25 goh jingrui: A convenience one. Another aspect is then I guess when in my opinion when if you do online courses or yes, you can cross-reference to you can pause Midway and go use Google to figure out the questions you want to and then continue back to the online lecture, but if you to be in lecture or and this is understand something and you're trying to Google it, but It will get to understand what he's going what's going on the lecture will have gone to another slide and you have to get up. Okay, so I guess in my opinion this for a few Online II think that I will continue using online learning.

71:05 Rhema Tan: So you can get your answer your questions answered by yourself like and you won't miss out other content while you're searching for the question.

71:13 goh jingrui: Yes.

71:15 Rhema Tan: All right. Thank you so much Jing Rui.

71:17 goh jingrui: No problem

71:19 Rhema Tan: So next Justin, would you continue to take online courses up?

71:25 Justin Lee: Yes, of course. I would I think it's by about that online courses online courses remain as an option cause for me. I use online course as like Something to do when I'm my free time, for example could watch their Five Minutes video of something that I'm curious about that could be very knowledgeable. So I think online classes to remain as option, but may may not be able to replace traditional lectures.

72:07 Rhema Tan: Would you say it do you think that the online courses should be the new normal?

72:13 Justin Lee: No, I don't think so because the key factor is the human interaction, which I think is very important for learning.

72:23 Rhema Tan: So why do you think the interaction is important?

72:28 Justin Lee: Because the interactions deepens the students learning. so for example, like if the student has like a dying question during a lecture the student could ask the lecture like why is it like that and then that picture can put in simpler terms. Whereas if it's a course. The only option is to Google which could give you like complicated answers. Well with after like your lecture is done or free or something

73:15 Justin Lee: interaction is very important.

73:19 Rhema Tan: Thank you so much, Justin. So next Puvanes, would you continue to take online courses after the pandemic is over?

73:34 Puvaneswarri Hocoonan: Um, I don't think so. I think I prefer a face-to-face. I mean online courses can be an option especially during this time, but if everything gets back to normal and if I'm given a choice of choosing I would still prefer face-to-face. Yeah.

73:54 Rhema Tan: So do you think online courses should be the new normal?

73:58 Puvaneswarri Hocoonan: No, I don't think so sitting on both sides like conducting and actually are getting to learn things as well. I feel that it might be better for both parties. Yeah.

74:11 Rhema Tan: Okay. Oh, yeah, sorry continuing the question from the previous question. Could I get to know why you cannot assess kids how much they've learned the lesson to an online course?

74:26 Puvaneswarri Hocoonan: Okay, for example, right let's say during quizzes and everything you you can

give them quizzes online. You can assess them online like that, but you you can't monitor them per se like you don't know if they're checking on their textbooks or anything like that. So Yes, there's a there's a thing for trust but at the end of the day, they're still kids so they may tend to just you know, just like okay, I can check this thing. I mean unless there are strict parents to you know oversee things? Yeah, so I think that's one reason why I would say that Mmm Yeah.

75:03 Rhema Tan: Thank you so much Puvanes.

75:05 Puvaneswarri Hocoonan: Thank you.

75:07 Rhema Tan: So next Izzah will you continue to take online lessons after the pandemic is over.

75:14 Izzah Juffri: Yes, I will because I think that it is a convenient way to learn something as well. As you can also upgrade Yourself by going for courses that will provide you with acid. Once you're done with it. So actually like a person can work like that see like part-time or full-time then they can go for their online courses at night. Yeah, I did. So like this way they can upgrade their selves. I feel like at a faster like the faster rate.

75:49 Rhema Tan: So you can see can take the course at

75:49 Izzah Juffri: Yeah.

75:52 Rhema Tan: their own time. So whatever their feed you could just take in.

75:57 Izzah Juffri: Yeah, like for example, if you're taking a part-time course try like you need you usually need to travel to a certain location for lessons, but instead of doing that you can

76:11 Izzah Juffri: save some time by taking online courses and you are still able to get a cert that is like on par. Yeah.

76:20 Rhema Tan: All right. So do you think online courses should be the new normal for everyone?

76:28 Izzah Juffri: I think no but like Justin say like you can be a an option for people like so like they're fixable to choose whichever works better for them.

76:42 Rhema Tan: All right.

76:42 Izzah Juffri: Yeah.

76:43 Rhema Tan: Also next Sy Yee would you continue to take online courses after the pandemic is over?

76:56 Sy Yee: Yes, I I think it should be an option not especially in just adoption simple simple courses. Yes Elementary is you can do online save time save costs but more complicated ones. No, I don't think so if you are going into maybe intermediate or advanced no, I don't think so. It's really a Mastery of the subject and I don't think online courses can provide enough learning for that. Yeah.

77:38 Rhema Tan: So is it so would it be like if you were to take a more advanced course and the students May face some issues in the learning process of the course then unable to question as the lecturer on

whatever things that they do not understand.

**77:55 Sy Yee:** They can ask the lecturer but there's a certain restricted time and reciprocal space and some people are very shy to ask questions in front of the others so I don't find that the norm for most people especially Asians. I think for Americans. Yeah, they don't mind them just so we are for Society by for Asian. Sometimes we tend to be a little bit more reserved and I thought online courses does not fit this platform for you. However, it may evolve in time the young people nowadays are very free very open. So well, I don't know from my generation. We tend to be a bit shy and we asked the question it sounds silly. Yeah.

**78:46 Rhema Tan:** Thank you so much.

**78:46 Sy Yee:** So you'll be something that is coming up and we have to accept it. There is already there, but I don't think I like this kind of learning is given the choice.

**79:00 Rhema Tan:** Mmm, so you just feel that the social interaction is really vital when you're learning.

**79:05 Sy Yee:** Yes items yes.

**79:06 Rhema Tan:** All right. Thank you so much Sy Yee and next Chee How. How would you continue to take online courses after the pandemic is over?

**79:18 CheeHow Chua:** If given a choice, I would choose offline face to face.

**79:24 Rhema Tan:** mmm

**79:24 CheeHow Chua:** Yeah, because then I mean the reasons maybe to me is pretty obvious others have also mentioned it like it's really easier to learn when you can interact with people on the spot. Yeah. So yeah, that's that's mainly the

**79:49 Rhema Tan:** Oh, okay.

**79:51 CheeHow Chua:** major reason so if you are online, Comparing my both types of experiences that if you're online sometimes a bit hard to grab hold of the instructor and the teacher who asked questions and you know, if your face to face during break times, you can really just go to the front end and ask the questions. It's as simple as that and it's also more difficult to really discuss about topics if it is group work lah.

**80:25 Rhema Tan:** So do you think, sorry yeah??

**80:25 CheeHow Chua:** Yeah. And pros and cons led by thing if you're talking about like really learning then I would think of those factors.

**80:41 Rhema Tan:** Mmm, okay. So do you think online courses should be the new normal for everyone?

**80:49 CheeHow Chua:** for everyone if you are talking about everyone then that's not the case lor because each of us have our own circumstances, maybe some people they like the flexibility of having online courses where they can attend from home. Maybe they have other commitments or other schedules that online courses might be able to tie in better, but for others like me who like, you know on the spot live

interaction. Face-to-face, then that's a different story and also for different kinds of content that you're talking about some you might need more hands on technical more technicality, but what you learn then it's that

81:53 *CheeHow Chua*: challenging and there are obstacles if you're learning online, so perhaps that different according to different circumstances and different factors how it applies to different kinds of content and different kinds of people

82:03 *CheeHow Chua*: different kinds of background. So I would say it's the new normal. It's just an option. Yeah.

82:09 *Rhema Tan*: And you sure that the break rooms that you have in face-to-face will be able to facilitate the social interactions.

82:15 *CheeHow Chua*: yeah, and once you get into like, you

82:17 *Rhema Tan*: All right.

82:19 *CheeHow Chua*: know the ways you go going to work lah, you know, it's you'll find that networking is very important.

82:28 *Rhema Tan*: All right.

82:29 *CheeHow Chua*: Yeah.

## Question 8

82:30 *Rhema Tan*: Thank you so much Chee How and now we move on to the next question that we have. So the next question is do you think taking online courses is a growing trend and could I get Durga to answer that first?

82:46 *DURGA SHINI*: Hey, so you can repeat the question again. I couldn't hear.

82:48 *Rhema Tan*: Do you think online courses is a growing trend?

82:53 *DURGA SHINI*: I think yes, it's a growing Trend because of our you know, the current pandemic there make some people are more. They're more prepared for the future. So like the causes that they're preparing right now. They are online. So these are going Trend but you know in Singapore no, as soon as the trend comes it dies very fast. So I am not sure if you would last for a long time in Singapore, but for now, I think it's a growing trend.

83:20 *Rhema Tan*: So why do you think are some possible reasons for it to be a growing trend?

83:26 *DURGA SHINI*: I think like some of y'all mentioned that it's quite flexible and you know, it's quite easy to navigate and access. So I think and now with teenagers and youth they like things that come coming

easy, you know as much as it would say, they know where the strawberry generation the Millennials we want to take things easy. So like one big adventure, I think there's a bit of truth to it truth to it. So I thought I think there's a reason why it's a growing trend.

83:58 *Rhema Tan*: Do you think the current pandemic right now is the reason for it?

84:04 *DURGA SHINI*: Yeah, definitely. Sorry. I don't think it's not for the pandemic. I don't think many of us would be engaged in online causes. I think a lot of us would have been making our way to our campus and you know sitting down and you're facing our lecturers. So yeah, these girls are the pandemic

84:18 *Rhema Tan*: What about like, the more digitalized were like everyone's being interconnected right now?

84:28 *DURGA SHINI*: I think you might care. You can also say that I think I think online causes. I think it's option. I think now we have created the option for everyone.

84:36 *Sy Yee*: smells like

84:36 *DURGA SHINI*:

84:39 *Rhema Tan*: All right. Thank you so much Durga.

84:42 *DURGA SHINI*: It's okay.

84:47 *Rhema Tan*: Sorry, okay.

84:48 *Sy Yee*:

84:50 *Rhema Tan*: So I could you mute yourself. Thank you. So next question will be directed to the Jing Rui. So do you think taking online courses the growing trend?

85:04 *goh jingrui*: yes, I think taking online courses is a growing Trend in case on why know they are pleading leaks that are pushing for modules to be conducted through e-learning and I don't know that Chris pandemic a lot of love like this have been conducted online and I think this one this will push online courses. Yeah.

85:35 *Rhema Tan*: So what do you think are some possible factors for it to be a growing trend?

85:41 *goh jingrui*: I think the fact I think twice before me is convenience. Secondly is that secondly that be a technology as in advancing? I think it's much more easier to set up online courses there for you to go down in real life. Like let's say for example you to go down to a place every lecture. Why did they have to book the lecture hall and everything this I mean administrative stuff to go through is it a mic isn't working people can hear well and everything, but if you just online, I mean everybody's needs a laptop and your earpiece and I think that's pretty much it online courses.

86:22 *Rhema Tan*: So do you think also that the current pandemic right now may be a reason for the sudden growth?

**86:29 goh jingrui:** I think adding the sudden growth. Yeah, I think the pandemic place which point in the sudden group, but only thing is purely based on the pandemic. I think that online courses The trend has already been on the rise, but it's the pandemic meet pushes it over.

**86:49 Rhema Tan:** Alright, thank you so much Jing Rui and next so Justin do you think taking online courses to the growing trend?

**87:00 Justin Lee:** Yes, I think it is a growing Trend and it's probably here to stay for a while.

**87:07 Rhema Tan:** So what do you think are some factors for it? for its growth

**87:12 Justin Lee:** I would say convenience would be the number one factor cause not only for like class lectures. Maybe you'll learn something from the other side of the wall. It's very simple just like to a smartphone or laptop website is within one click away. So I think that because of this convenience it says people climb from like. It's a traveling all the way just for Lecter. Yeah, I see some people time. So if it's convenient the trend would just stay on.

**87:49 Rhema Tan:** So do you think some possible reasons may be due to the pandemic or that the world is getting more digital.

**87:57 Justin Lee:** I think it's a mixture. Of course now with the pandemic people are like for us to use. digital digital way of communicating so and If it's Digital Way of communicating I think information is spread through digitally, so I think all these courses. Jump on the bandwagon as long as they say.

**88:31 Rhema Tan:** Do you think that the covid-19 pandemic may have just accelerated the growth?

**88:37 Justin Lee:** Yes, of course.

**88:40 Rhema Tan:** Yeah, it was already on the upward trend before>

**88:40 Justin Lee:** Yeah.

**88:42 Rhema Tan:** before.

**88:44 Justin Lee:** Yeah, it was a real opportunity for.

**88:46 Rhema Tan:** All right. Thank you so much Justin. So next Puvanes, do you think taking online courses is a growing trend?

**88:56 Puvaneswarri Hocoonan:** Yes, I think it is a growing train. I mean like even though we can have face-to-face lessons, but my for my diploma that I'm gonna do now it's all online. So I think it's a growing Trend and I think it will be here for a period of time until people think that okay to be back to normal. Yeah.

**89:21 Rhema Tan:** So what do you think are some possible reasons for it to be a growing trend?

**89:28 Puvaneswarri Hocoonan:** I think there are a few things. I mean like yeah the normal one the safety and all of that but also I think people prefer to have online courses like convenience is one big thing. Like, I

mean you can just sit in front of a laptop at your own house and everything like that. So you don't need to you know, really travel or anything like that per se so I think that maybe one reason and another reason might be because they just prefer it. Yeah.

90:01 Rhema Tan: Do you think the covid-19 pandemic played a part in the green trend?

90:05 Puvaneswarri Hocoonan: Yeah, definitely. It definitely has played a very very big part. I mean online courses were there, they were existing but they were not as much in our daily lives as it is now, so I think that's a very big the COVID-19 pandemic especially enlarged its presence to the online teaching and courses as well.

90:32 Rhema Tan: So do you think also effects of it

90:33 Puvaneswarri Hocoonan: Yeah.

90:34 Rhema Tan: could be the world is getting more digitalized?

90:40 Puvaneswarri Hocoonan: I mean we are getting digitalized prior to this COVID-19 pandemic. you see but it wasn't as good online courses or not this it wasn't this much. So I feel that as much as we are getting digitalized. There was still face-to-face interaction. So I don't think it's because of the digitalization.

91:01 Rhema Tan: All right. Thank you so much Puvanes.

91:03 Puvaneswarri Hocoonan: Yeah, thank you. Thank you so much.

91:06 Rhema Tan: So next Izzah do you think taking online courses is a growing trend?

91:12 Izzah Juffri: I think it is a growing Trend especially due to the pandemic because before this I don't really feel like any of my friends or the people near me taking up online courses as much as this period

91:28 Rhema Tan: So it's it's because of the pandemic that is a growing sudden growth.

91:35 Izzah Juffri: yeah, they're in my point of view. Yes.

91:38 Rhema Tan: So do you think there are any other factors that cause it to be a growing trend?

91:46 Izzah Juffri: Another reason is maybe maybe that the course that the person wants to take right? Maybe it is not offered in this country. So it is overseas but instead of traveling overseas they can take it. I in Singapore. So that's actually saving them cost costwise and they can also like I guess kill two birds with one stone cause they can work as well as take a course yeah, at the same time.

92:18 Rhema Tan: So it'd be easier to Source out a professional that you're trying to learn like if the profession isn't as prevalent in Singapore it be easier to source for the course online so you can get a professional from another another country.

92:31 Izzah Juffri: Yeah.

92:33 Rhema Tan: To online course. All right.

92:35 Izzah Juffri: hmm

92:35 Rhema Tan: Thank you so much Izza. So next Sy Yee do you think taking online courses a growing Trend now?

92:46 Sy Yee: Yes, I think taking one right course a growing Trend because many businesses actually had scaled down and cut costs. So you are going to pay for food costs I think it's a little more difficult now unlike causes is a growing Trend when times are usually not so good. So this is one of such times that

93:14 Rhema Tan: So what do you think are some factors for the sudden? I mean for it to be a growing trend?

93:22 Sy Yee: the factors are that downsizing and digitalization with more and more in infrastructures. I think know only causes are getting more popular in a sense, but the actual learning why is no I don't think so.

93:42 Rhema Tan: Do you think the covid-19 pandemic played a role in the growing trend?

93:47 Sy Yee: Definitely. Yes. As we need this option.

93:54 Rhema Tan: Could I also get you to elaborate more on what do you mean by downsizing?

94:01 Sy Yee: when there are restrictions on travel when there are restrictions on opening up markets where people find inconvenient just to shop around for new things. I think these are the restrictions that make it a growing Trend to just go online and learn you really have little Choice. It's a growing trend for especially when technology so Advanced now I can see you face to face online in the past is not possible now is possible. Yeah, things like that.

94:45 Rhema Tan: All right. Thank you so much Sy Yee, And last but not least Chee How. How do you think taking online courses with a growing trend?

95:01 CheeHow Chua: Maybe it was it was still growing but I think since the lock down started, it's not really I don't think you can really call it a growing Trend anymore. It's the trend the trend.

95:16 Rhema Tan: mmm

95:16 CheeHow Chua: What options do you have?

95:18 Rhema Tan: mmm

95:18 CheeHow Chua: Because of social distancing and lockdowns you cannot Gather in big groups the actually yeah, I was attending a few workshops and then there was one way when we are told they were not allowed to conduct offline in-person classes. So everything had to go online, so it's not the choice that you have, you know. So I would call it a growing trend has been forced on us. Yeah.

95:51 Rhema Tan: What do you think are some factors for it to be a growing Trend before the pandemic started?

**95:59 CheeHow Chua:** I guess it's okay. Digitalization has definitely made it more possible for classes to be for social mean distance learning. And but I guess it's really still growing not a major Trend and that's the factor lah but what really pushed the business is still the pandemic.

**96:28 Rhema Tan:** Okay, so it's because the pain de mie just left everyone around the world if no choice but to learn online, that's why it suddenly exploded.

**96:39 CheeHow Chua:** You I mean you just you just think back of what happened during the circuit breaker. Do you have a choice? We didn't have a choice now and for a lot of you follow American News a lot of the universities in the U.S. They don't want to open up they want they don't want to open up because it is still quite risky. So that's what they are doing now because there's no viable choice. There's no viable option other than to do it online.

**97:09 Rhema Tan:** Alright, thank you so much Chee How.

## Conclusion

(I stopped cleaning after this.)

**97:13 Min Choong Julian Lo:** Okay with that. We have come to the end of our focus group for today. Thank you so much for your participation as been an amazing 90 minutes thus far. We've got a lot of insights about the trend of the online learning as well as why everyone believes that online learning should stay or shouldn't stay. So yeah. Thank you for your time, and we'll update you if and when we finish analyzing all everyone's answers. Thank you.

**97:47 Rhema Tan:** thank you guys so much do

**97:48 CheeHow Chua:** What do you do?

**97:51 Rhema Tan:** bye-bye.

#### **d. Output files**

YouTube video links for each focus groups

FG1: <https://www.youtube.com/watch?v=hSWesMQjVn8>

FG2: <https://www.youtube.com/watch?v=Im4vXNp3wLA>

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