Interview guide (40 - 60 min)

Many of the existing universities and other institutions of learning some of which were founded since 2-3 centuries ago are still trying to retain the heritage, prestige they have acquired through the years. For these institutions, the conventional method of teaching which involves a face-to-face teacher versus student interaction is still highly valued. More so, high ranked institutions are rather hesitant to give up the ego in terms of their perceived values among the populace. As such, a lot of courses and programs which were impossible to study in the past due to timing, location or cost, are now being offered as distance courses/programs. But how have the consumers of distance courses perceived the services they are consuming? What are the students’ experiences of distance learning? Has it worked well or are there areas that can be improved? The providers of the distance programs are therefore interested to know the students’ perceptions of the very services they provide to them.

## Aim.

The aim of this research is to describe the users’ perceptions of distance learning.

## Objectives.

1) To classify users’ experiences into positive and negative experiences

2) To suggest possible solutions to mitigate negative experiences

In a scholarly study, research objective(s) are the crucial items which tell what will be done to respond to the research aim(s) (Göran, 2012, p. 53).

## Research Question.

The main research question for this study is: what are the user’s experiences of distance learning?

## Introduction

● Introduce yourself

● Consent form

● Explain aim and objectives of the interview

● ask for oral consent in this form:

## Interview Questions.

1. In your opinion, what are the positive experiences of distance learning?

(Please tell both previous and current experiences)

2. In your opinion, please explain what are the negative experiences of distance learning

(Please tell both previous and current experiences)

3. How can these negative experiences you have described above be remedied?

4. Why do you choose to study through distance learning instead of the conventional way of attending day classes?

5. How have you benefited by choosing to study through distance learning?

6. What are you missing by studying through distance learning than conventional way?

7. Do you have any concerns at all regarding the qualifications obtained through online (e.g., quality issues, acceptability, etc.)?

8. What other things come to your mind when thinking about distance course?

9. Do you find any difference between instruction delivered during distance learning and on campus courses.

10. What are the reasons in your opinion for distance learning courses to be not so popular among students

11. What do you recommend about actions taken by institutes and universities to promote distance learning.

## Consent Form

### PURPOSE OF STUDY

You are being requested to participate in a research exercise. It is essential that you understand the purpose of research being done and things it will involve before you decide to take part in this study. Please study the given information attentively. Please don't hesitate to send query the researcher if there is something not clear or if you require more information.

**The aim of this research is to describe the users’ perceptions of distance learning.**

### STUDY PROCEDURES

This research is of qualitative type and the data gathered from this study will be in transcription form, and then this data is analysed by extracting codes and building themes from these codes .

### RISKS

In this research, there are no risk regarding participation in this study. All data collected from the participant is used only for the study and research purpose. You can decide to deny to answer any question if you think disagreeable and you may end your involvement at any time if you opt for it.

### BENEFITS

There is no remuneration derived from the participant, and your participation will be discretionary and participants had the option to pull out the information which has been given by them at any time without obstructive repercussion.

### CONFIDENTIALITY

Your answers to this interview will be anonymous. Researcher will attempt to conserve and protect your confidentiality of the participants.

### CONTACT INFORMATION

Name …………………………………….

Email: …………………………….

Your contribution in this study is totally voluntary. If you opt to participate in this study, you will be requested to sign a consent form. After you sign the consent form, you still have the option to opt out at any time and without mentioning a reason. Opting out from this study will not have any consequences to the relationship you have, if any, with the researcher. If you opt out from the research before data collection is completed, your data will be provided back to you or eliminated.