Evaluation on User Experience (UX) and User Emotions in Open Distance Learning (ODL) at Institute of Higher Learning

Zan Azma Nasruddin[a], Aida Wati Zainan Abidin[*b], Nor Hapiza Mohd Ariffin[c], Mohd Khairul Azmi Hassan[d], Rahmah Mokhtar[e]

[abc]Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia
[d]Kulliyyah of Information and Communication, International Islamic University Malaysia, Gombak, Malaysia
[e]Faculty of Computing, University Malaysia Pahang

ABSTRACT

Many countries have given national directives to help stop the coronavirus outbreak, encouraging people to stay at home. Other policies for fighting the coronavirus pandemic have been revealed to prevent a potential rise in the affected population. Based on [1], one of these rules would not allow more than 100 people in a room such meeting or conference. Therefore, several governments have declared the closing of IHLs since February 2020. Online Distance Learning (ODL) is the only option to sustain the continuous teaching and learning process during Pandemic. [2] stated that the world has to be forced to change from conventional to ICT based e-learning platforms. Compared to school, Institute of Higher Learning (IHL), faces a higher challenge due to international students' involvement where the Universities have to cater the education process worldwide. Many IHL in the world evolved the landscape of studies from traditional or blended learning to ODL [3]. According to [4], many closures were impacted, affecting 67 per cent of the world's IHLs students. However, throughout this case, due to the readiness and ease of using technology in education, all sorts of Web 2.0-based ICT resources are immediately used in China's education to reduce the impact of the outbreak [5]. Students who prefer learning face-to-face with an instructor in a classroom are more likely to face challenges in learning remotely. Moreover, many distance learners are now faced with a new learning environment.

Keywords: User experience factors, Open Distance Learning, Emotions.