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Challenges of University in the Post-Covid-19 Digital Age

Wanwipa Titthasiri
Department of Computer Science, Rangsit University, Thailand
Email: wanwipat@gmail.com

ABSTRACT
The Covid-19 pandemic has brought big changes in all aspects of our lives. Social distancing has significantly disturbed traditional practices. Most students have new habits and new normal life after Covid-19 pandemic. This paper aims to survey students' opinion after Covid-19 pandemic. Positive online learning has been shown. Moreover, students agreed with the existing of blended learning. Clearly, changes are occurred in university after reopening of university such as students' dropping out and discontinuing learning, absent class. Some of challenges have been addressed and summarized into four aspects: macroeconomics, people, social, and institution. Conclusively, the need of the hour is to manage, innovate and implement alternative education system-asynchronous and learning through digital tools under a strong support of IT. One of the important things is the adjustment of administrators and lecturers' attitudes with new normal life. It is believed that university will be able to organize itself more systematically to pursue the aspects of IT.
Keywords – Challenge, Covid-19, Online learning, Pandemic, University

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I. INTRODUCTION

In the late 2019, the Covid-19 pandemic has been a sudden major concern across the world. It has created the biggest disruption of education systems in humanity history, affecting more than 1.5 billion students or more than 90 percent of all students in the world. [1] This has brought changes in all aspects of lives, including traditional educational practices. Lock down due to the Covid-19 pandemic has led to closures of universities. All universities have discontinued face-to-face teaching and have a paradigm shift to various online platforms. Both of lecturers and students have adopted online learning in emergency-has not prepared before. They include video meeting, chat, the sharing of contents in file storage and many more. However, it's the virtual classroom. All of lecturers and students are at home. They have undergone emotional distress and have been unable to engage productivity [2]. Some challenges for online home studying are yet to be explored. It seems that there is none fits-all pedagogy for online digital learning. Different subjects need different approaches to online learning. Therefore, this challenge causes the need of the management and

innovation to implement alternative teaching-learning and assessing strategies.

Today, universities reopen after relaxation of restriction, caused by Covid-19. Both of lecturers and students are facing another challenge with many new normal-new standard operating procedures put in places. This paper aims to propose some guidelines for challenges in the universities after Covid-19 outbreak.

II. the effects of the covid-19 on the university

This section covers the effects of the pandemic on the university market. Betty and Carol [3] stated that "The Covid-19 pandemic has alarming implications for individual and collective health and emotional and social functioning." Social distancing policy has disturbed traditional teaching-learning practices. Nevertheless, it is an opportunity to pave the way for introducing digital learning in universities. However, studying at home (online studying) seems to be difficult, especially for poor students with low motivation. In researcher's classes, it is found that there are a number of students dropping out or opting to discontinue learning. This might be due to the global economic crisis and the long break enforced by university

closure during the Covid-19 outbreak. Rakesh and Prab [4] revealed that "The adverse economic effects have been observed due to the Covid-19 pandemic." Firms including universities were required to cut back the investment because of the uncertainty of future earnings or students' enrollments. Digital learning has become an important tool for university survival. However, reopening university after Covid-19 pandemic, it is observed that there is an excitement of friends meeting after a long restriction due to Covid-19 pandemic. All of students enter the class with excitement and enthusiasm. But after a few weeks, some of students often absent class or lately enter class. This might be because they used to be with the comfortable at home in a long time online class during Covid-19 pandemic. Therefore, this evidence might affect the level of academic performance of the students. It is believed by the researcher that the return to normality will not be simple transition to life as it used to be.

Both of lecturers and students will have new habits, new normal life after Covid-19 pandemic. Andria[5] defined that "new normal is a term resulting from the adaptation process while in the Covid-19 pandemic.. is action to reduce or minimize the impact of a disaster on the community, especially the impact of Covid-19." In addition, John[6] commented that "although institutions that normally teach face-to-face in classroom will likely return to that mode of instruction with some relief, the special arrangements they put in place during the Covid-19 crisis will leave a lasting trace." Therefore, we will live, learn, and adapt to Covid-19. It is agreed that the Covid-19 crisis forces us to take wisdom [6]. It is a challenge for university in the post Covid-19 situation.

III. RESEARCH METHODOLOGY AND RESULTS

To study the challenges of university after Covid-19 outbreaks, a survey of students, as well as the researcher's class records were collected and analyzed. The researcher selected three classes as the representative of students who's experienced with online learning during the Covid-19 crisis. The focus of the survey's questions was an importance of their opinions on online learning during the Covid-19 situation. Questionnaires were distributed to 146 students who enrolled in three courses at

traditional classrooms after reopening university. The students who answered the questionnaires did not attend the universities for an average of two regular semesters. 80.5% of students were satisfied to return to study in campus because they could meet friends. These students were happy to return to campus study after the relaxation of Covid-19 situation at the average level of 4.13 out of a full satisfaction score of five. 63.4% of students want to study in campus under the condition that classroom must always have an online classroom at the same time. This is to increase the choices of study. In addition, 85.4% of students were agreed and satisfied with online learning. Moreover, from the researcher's class records, almost 5% of students dropped out or discontinued in the classroom after the Covid-19 crisis.

Clearly, the survey's result reveals that students satisfied to have virtual classrooms. University should prepare to enter a new normal era in the midst of the Covid-19 pandemic. Physical restrictions will be carried out on the workplace. If possible, we are now being in new normal-everyone needs to be ready online and on campus. There are working times at home and also at the campus. No one knows that will it return to normal? We are probably continuing the new normal forever.

One of the challenges universities facing is an adapting to students' acceptance of quality online learning as well. This challenge causes the need of the management and innovation of both of hardware and software to implement alternative learning/blended learning solutions.

IV. POST-COVID-19 UNIVERSITY CHALLENGES

As the above survey's results, positive online learning was shown in the university after the Covid-19 crisis period. The survey reveals the need for greater online learning level in the class. It is a challenging task for university's administrators to face the teaching-learning crisis and financial issues caused by the Covid-19.

According to the macroeconomic crisis, some students dropped out, causing disparity. In addition, students have new habits. They are used to working and studying at a more comfortable home.

This has resulted in administrators having to respond to students to have alternative choices in their studies. Online classrooms are therefore necessary to exist even as the Covid-19 pandemic relaxation. In order for universities to survive the post-Covid-19 crisis, administrators must develop a flexible education system and must dare to face changes in the education system.

The effects of Covid-19 pandemic are a challenge for university administration. This study undertakes the survey of students' opinion as well as the researcher's class records and the effects of Covid-19 pandemic. The goal is to explore the post-Covid-19 university challenges and propose a guideline to survive university, shown as the following table 1

Table 1 A Guideline for University in Response to the Challenges in the Post-Covid-19 Era.

Challenge1: Macroeconomics

Effects1: - Students dropped out/discontinue learning, Social inequality, Lower enrollments

Alternative Solutions1: - A persistence of online classroom, Add online courses/E-learning curriculum options, Open/virtual university, Provide IT infrastructure to support learning to achieve equality.

Challenge2: People

Effects2:- A new generation students have new habits and have digital nature, Lecturers face the different specific problems in their online classes, Parents face with financial problems, administrators face the change of education system.

Alternative Solutions2: - Provide blended learning, Give lecturers the opportunity to design their teaching-learning process according to the appropriate standards without meeting the university's standard (standardize to personalize), There is a waiver of the tuition fees, Increase scholarship, administrators accepts and use IT to support administrative work and change learning

design to be a flipped classroom.

Challenge3: Social

Effects3: - Reduce cost-business needs one person who has comprehensive knowledge rather than employing multiple people, The new generation students are born with high technology, Business values practical abilities over degree certificates.

Alternative Solutions3: - Provide interdisciplinary curriculum, Adjust the curriculum and lecturers' attitudes to teach in a problem-solving style or project-based learning rather than on prior knowledge, Let students learn in self-directed learning to gain knowledge that never expired, Provide short-term specific online courses for individuals.

Challenge4: Institution

Effects4: - There is a small number of people showed up at the campus, Abandoned building, Businesses such as university stores are stagnant, Is new normal a temporary ?

Alternative Solutions4: - Invest in IT rather than constructing a building, Strong support to develop and implement innovation in both of hardware and software, Reduce the number of security personnel and cleaning staff, Brainstorm and adjust plan regularly.

V. CONCLUSION

The result from this study reveals that there are the effects of the Covid-19 pandemic on the university. Some of the challenges are identified and summarized into four aspects: macroeconomics, people, social, and Institution. Online learning is proposed as a key practice. There is a paradigm shift in the way students deliver quality education through digital platforms. A fear of losing traditional learning in the coming year is wondered because of macroeconomics, new habits of educators and the changes of society. This study is shown that students satisfy with online learning. Therefore, making learning possible and available from home or anywhere and anytime has been the need of this

hour. This is challenging for the educators and the education system, including all universities. Today, when the normal classes resume at the post-Covid-19 pandemic, both of lecturers and students should be supported to continue using online tools to enhance teaching and learning.

This study prepares some guidance to lecturers and administrators who have to manage the education system. It addresses: the changing needs of students and society, more options of curriculum, providing open university/virtual classroom/blended learning/self-directed learning, Interdisciplinary curriculum/new design of curriculum/E-learning curriculum, strong support of the useful of IT resources, and the adjustment of administrators and lecturers' attitudes. This study undertakes a survey of students' opinion and researcher's class records during Covid-19 pandemic. Clearly, it indicates that the Covid-19 pandemic adversely affected university performance in both of academic and administration. Asynchronous working and learning can work best in digital tools. Lecturers, students, university administrators, and staffs do not have to communicate simultaneously. Learning material, order records, memos could be posted online for on-demand access. These are challenges of the university in the post-Covid-19 digital age. Therefore, the expansion of asynchronous working and learning through digital tools in university will speed up. It is believed that university will be able to organize itself more systematically to pursue the aspects of useful IT.

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