

Learning English as a Second Language through Zoom: The Perspective of First Year Undergraduates

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Abstract - The COVID-19 pandemic has caused changes all over the world in many ways. It has become an immense moment in the education industry since teachers had to completely stop face-to-face teaching and move into distance learning. Although different methods of online learning platforms emerged, *Zoom* became an alternative method of teaching, especially in the higher education sector. Therefore, this research aims to find the perspectives of first-year undergraduates in learning English as a Second Language through *Zoom*. The methodology of this research study follows a mixed-method approach. The required data were collected through an online questionnaire from eighty five first-year undergraduates who belong to a particular faculty in a government university. According to the results, 61.6% of students stated that the online learning experience through *Zoom* is satisfactory. Most of the students prefer to participate in live *Zoom* sessions and provide answers during live sessions. This specifies that the students prefer to engage in *Zoom* sessions despite several issues such as network issues, technical issues, distractions, etc. which they have stated in the open-ended question. The students also mentioned that they like the opportunity they get to look for facts instantly on the internet, although the teacher-student relationship is not as strong as it is in a physical classroom. However, considering the pandemic situation, the students appreciate the opportunity they received. In conclusion, it can be stated that, even though the overall perception of learning English through *Zoom* is satisfactory majority of the students still prefer physical sessions.

Keywords: English language, Undergraduates, Zoom