

## **An Analysis of the Challenges in Teaching Online at the Tertiary Level during the COVID Pandemic**

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**Abstract** - COVID 19 has become a pandemic issue which has affected the day to day life of the people all over the world. In Sri Lanka too, there is a profound disruption in the field of education by closing the educational institutions to control the spread of coronavirus. As the consequence there is a transition from face to face learning to online learning in order to help the learners to continue their studies. However, there are so many challenges faced by the learners, teachers and the administrators due to this transition. Therefore the aim of this research is to find out solutions for the challenges in teaching online at the tertiary level during the COVID pandemic. The samples for this study were chosen 25 students from the ESL first year students from the Faculty of Arts, University of Jaffna. The data were collected through administering questionnaire to the learners, teachers and administrators. The online teaching was conducted through Learning Management System (LMS), LEARN Zoom and Google classroom. Lack of awareness and motivation, lack of technological knowledge, less/ no interaction between teacher and learners, no reliability in conducting formative assessment, no stable network, irregular attendance of the learners, technical problems, learners find it difficult to adapt the virtual environment, lack of cooperation, and difficult to teach all the course content through online are some of the challenges identified. Though learners and teachers find so many difficulties in online teaching, it's a good platform for them to have an experience on virtual learning. This research intends to find the pedagogical suggestions to overcome these challenges.

**Keywords:** Covid 19, Learning Management System, LEARN Zoom, Google classroom