Carlos: Recording devices. And I'm reading one more disclaimer right before we start. It will just help with the transcription.

Carlos: I, the interviewer, is interviewing Participant D on March 31st at 3:02 p.m. My first question is ... My first two are general questions. Prior to Business 110, how many online classes have you taken in the past?

Participant D: You said prior to when?

Carlos: Prior to the Business 110 class that you took, how many online classes have you taken?

Participant D: Let's see. Prior to Business 110. I'm trying to remember when exactly it was I took that class. I want to say it was last spring. Prior to that, I would say at least 12 to 15 credit hours online classes.

Carlos: Okay, and what's been your, just in general, with distance education, period, what has been your overall experience, both pros and cons? Just in general.

Participant D: Overall, the pros, for me, you are probably unaware but I'm military. I'm a veteran. So being deployed and out of the country, it's been very beneficial to still being able to further my education while serving abroad. As far as negatives, each instructor has a learning curve. Communication is very important when it comes to online classes, and although there were some instructors that were not as clear and concise as they could've been or as I thought they could've been, it's still a learning opportunity for me to understand it. Then maybe I can help someone else communicate better and have them learn something as well as myself. So really, I can always, I can state that that negative of unclear communication can be changed to a positive.

Carlos: All right. First of all, thank you for your service. I really appreciate what you do and everyone else. So thank you for that.

Participant D: You're welcome. Thank you for this opportunity. I believe you stated that there was somebody else assisting you. I forget her name.

Carlos: Yes, Miss Rashita McAllister.

Participant D: Okay. Hey, Miss McAllister. Not sure if she can hear me, but I just wanted you to know and acknowledge that you are a part of this.

Carlos: She said thank you. Okay, so the first questions will pertain to just text messaging as it relates to this Business 110 class. Yes, you're correct, you did take it last spring 2017. So, first question is, how did you use text messaging in this Business 110 class?

Participant D: Okay. On my personal phone, my text messenger system, I use it to communicate with other students, one in particular student for a project that we had to work on. But there's also a text messaging app I'm pretty sure we used for that business class. I don't recall the name of it, but it would give us updates to that text messaging app, and it was very, very beneficial to keep you on track with different class expectations.

Carlos: Do you remember any of the updates that were sent out from the instructor?

Participant D: Yeah, to that effect I would say deadlines for certain types of homework assignments, things of that nature. I can't recall if that one had updates for grades or not. I don't believe it does. It may have, but it's been a while.

Carlos: Okay, yeah. No, that's fine, and I appreciate you taking the time and trying to recollect because it has been a year. How helpful was the use of text messaging in this particular course? How helpful was text messaging in this particular course for you?

Participant D: For me, it was helpful. Communicating with the other students on assignments. I think it was beneficial to be able to text, to utilize text messaging. As far as your own work, it really didn't make much of a difference but for group projects it did help.

Carlos: Talk a little bit about that. You mentioned corresponding and texting with your classmates. Kind of paint the pictures and how that at work. And if you can remember a project. If not, no worries, but kind of walk me through how that process went when you used the text messaging feature to correspond with classmates.

Participant D: I had one particular classmates I had a project with. Some of those students ... Beneficial and helped us coordinate time that we would speak with one another or times that we would try to work on particular parts of a project. I believe it was about a 10-page paper, and we broke it down who would take on what portions of the project. It created a way for us to communicate and have those checks and balances with each other instead of just calling on the phone. Me, at the time, I was working full-time, in school three quarters of the time. A lot of times I couldn't just stop while at work to pick up the phone and speak with someone. However, I could send a quick text, and he could send a quick text message to me as well.

Carlos: Okay. Along that line, you may have alluded to it a little bit, but how did the use of text messaging improve or deter your interactions with your classmates?

Participant D: As far as improve, it helped with coordination. Deterring, it didn't deter any interaction for me at all. I can't think of a single occurrence of a text messaging deterring me from interaction.

Carlos: Okay. Now we're talking about an online class. How did the use of text messaging impact your communication between you and your instructor in this particular online class?

Participant D: Not at all. I did not text message with an instructor at all. For the most part, in all classes that I've had, no instructor has been interested in text messaging. Most of them prefer email per their syllabuses. So it hasn't at all.

Carlos: Okay. What are your thoughts? You just kind of alluded to that most instructors rather not text. Do you believe that that's a, text messaging is a resource that could benefit both the instructor and the student in an online environment? Just your personal opinion.

Participant D: With a training background myself in the professional world, not in the teaching of college but more so in my line of work, I do. I do believe it would be beneficial and effective to communicate by text message. Any way that you can communicate, I think, is good. Everybody learns and processes information differently. The more options there are, I think, the better. I think people's [inaudible 00:08:25] deadline for have text messaging to take place between their instructor and their subordinates or trainees or whatever. It can definitely be useful. I've used it in the military for my subordinates.

Carlos: You just kind of hit a segway into one of my next questions. How do you particularly learn? How do you learn when you're in the classroom in an online environment?

Participant D: I'm a combination person. Aesthetics. Excuse me, not aesthetic. Kinesthetics. I like hands on things. I like to be able to touch something. I'm a great listener, but I prefer to listen at my own time. So sometimes you can listen to someone, and they may have a different teaching style. So that's like the last way I want to learn, is by listening to someone. Perhaps if I can read the information and then listen and then get some hands on as well. I think a combination of different things help my ability, my personal ability, to learn.

Carlos: Okay. Now the next set of questions will deal with the Adobe Connect software, the webinar software. Do you remember that, using that?

Participant D: I do, very vaguely. I'll be honest, I-

Carlos: It's the-

Participant D: It's been taken a lot of classes. [crosstalk 00:09:58]

Carlos: Yeah, I'm sure. I'm sure it has. But it's the tool where you may have just done it. I can't remember. Different students did different things. It's just a tool where the instructor may meet with you periodically once a week, once every semester, I mean once or twice throughout a semester and you're able to see physically through a computer and things like that.

Participant D: Yes, I do recall [crosstalk 00:10:24]

Carlos: Okay. From what you can remember, describe how the Adobe Connect was used in this Business 110 class.

Participant D: Okay, yes. Like you said, we did have little webinars. After a particular chapter subject, we would have these webinars. Now for me, it was a little bit different, what you said. I stated I would work full-time. So most of the webinars, in the beginning, were held at times where I was at work. 12 noon or two o'clock in the afternoon. I had to send an email to my instructor because I was not able to attend them while at work. Couldn't just log on while at work to do a webinar. After the email, she was able to send an email out to the class, and she started doing them in the evening, 6 p.m., 7 p.m., which was very effective.

Participant D: Basically, if she, at that time, we would reiterate during the webinar what the chapter was about. If anyone had questions or concerns about the chapter or needed further understanding, during that webinar, we would go over it. I can recall, though, on a number of occasions for the evening webinar, it was usually just either myself and the instructor or at least one or two other people. So I didn't get that full webinar experience that other students were able to have because most people were doing it during the daytime webinars. But I still found it very effective. I'm a very engaging person, and I think the instructor liked that about me. I think I brought a lot of different types of questions to the forefront that she wasn't expecting, possibly because of from my training background. I know I'm going off a little subject, off the subject a little bit, so I'll stop there.

Carlos: No, that's good. I appreciate it, and you're really painting the picture. That'll lead me into one of my other questions. How did the use of this particular software, Adobe Connect, impact your communication between you and the instructor in this Business 110 class?

Participant D: It impacted me a lot. Just that reiteration of information and that opportunity to ask those questions directly to the instructor really helped me. I'm pretty sure I got a good grade in that class. I don't recall what it was, but it was very effective. It's a tool that I would use if I was an instructor right now. I would definitely recommend that tool.

Carlos: What in particular was helpful as it relates to the, it's called Adobe Connect, but what was, specifically, if you can remember, what makes that tool helpful to you as a learner?

Participant D: The ease of use. It's learner friendly, very user friendly. You can have minimal computer skills, log on, and learn the system relatively quickly. I think that's what's most effective about it.

Carlos: Okay. What were some of the challenges as it relates to the Adobe Connect for you as a learner? Any challenges?

Participant D: No, actually, I ... On a couple occasions, I could see it being a challenge for someone else if they're not familiar with technology or older person perhaps, but I was able to, at a few times, to use my smartphone prior to getting home on the computer and connect to Adobe Connect on my smartphone. I would then hook up the smartphone to my vehicle, the blue tooth, and I could interact during the webinar while traveling home from work. I thought that was very, very interesting. It doesn't take much skill to do that [inaudible 00:14:37] or negative, but I think of someone that's older who's able to do that. That would be very beneficial if they're in a class and they see that type of access. You just can't be available all the time during the day to be part of a webinar. Not sure if anybody else has used that before, but I thought that was very, very positive so that Adobe Connect or have that ability.

Carlos: Do you believe Adobe Connect or any other kind of webinar tool should be used in all online classes? If so, why?

Participant D: I would agree with that sentiment. I really would, one, because it proved effective for me. As an instructor myself in the past, I could see myself using it to train others. For those two reasons, I would definitely recommend it and think that this would be used for all classes.

Carlos: Which technology do you think was more helpful to you, the webinar Adobe Connect or the text messaging?

Participant D: By far, Adobe webinar. Adobe Connect was far, far more beneficial than the text messaging. Just that ability to have somebody that you can see. When you can see visually somebody responding to you, you can get to know whether or not they're sincere. You can get their tone and expression over a webinar where you can see someone. Over a text message, somebody can say anything, but you don't know if they're really feeling that way. I think that's important, especially when there's interaction amongst students and you're talking about certain topics.

Carlos: Okay. My final question is, and you kind of touched on it a little bit when you said there was only a few students, but in what ways did the use of the Adobe Connect improve or deter your interactions with your classmates?

Participant D: Let's see. You said defused my interaction?

Carlos: Impr-

Participant D: Improved or defused?

Carlos: Improve or deter your communication with your classmates. We talked about your professor earlier, but how did the improve or deter your interaction as it relates to your classmates in this particular class?

Participant D: On the personal level, you will assign to me on this one, I don't think it really improved or deterred me personally, simply because a lot of the students were not using it in the evening time when I was available. There was maybe one or two students on some of the webinars in the emails. So it didn't have much of an opportunity to improve or deter anything for me personally. Now if more students were, I would say that there would've been potential for a lot more improvement, but I didn't have any negatives in that class anyhow with any students. So really, that question is hard to answer. I'll just leave it at that.

Carlos: Yeah, that was fine. I actually said that was my last, but I have one more just to piggyback on it. You mentioned early on the Adobe Connect sessions were around noon and two o'clock, and you simply sent an email to that fact. What made you decide to do that as a student, and how did it make you feel personally when the instructor obliged your email and set up more time, additional time to do the webinars?

Participant D: I think it was the right thing to do. A person who's experienced a lot of things in life and has been an instructor, I understand, again, that all students want to come to internet classes or being detached and unavailable to go and sit in a class. All students learn differently, like I said before. Hands on, reading, listen. The fact that the teacher was willing to accommodate me and my request, I thought that was big on her. That was an outstanding thing that she had done, and that's just the type of person I am. If I see something that needs to be done, it's not just about me. There's likely someone else that is in that same situation that I am, so I don't have an issue asking a question to see if you can make everyone [inaudible 00:19:59]

Carlos: This is definitely my last one, and you did get an A in the class. That's one of the reasons why I reached out to you. Do you believe these tools had an impact in your success in the class, or do you think you probably would've found a way to get an A in the class?

Participant D: I'm going to get an A in pretty much all classes.

Carlos: Right.

Participant D: Honestly. Except math. But yeah, yeah, I do agree that it helped. It did help. Any time that you can take the time to ask an instructor a question that you're unclear about, that's always beneficial and I'm the type of person that can ask questions. So definitely, it does help.

Carlos: All right. That's all I have. You have anything that you'd like to relay as it relates to this class and online or just distance education in general?

Participant D: No, I can't think of anything that I'd like to relate. Still got some more to do. I still got more work to do. So I'll probably be right back at it real soon. I appreciate you giving me the opportunity to assist you with your great work that you're doing. I'm sure it'll help out.

Carlos: Thank you. Let me ... And what are you in school for, if you don't mind me asking?

Participant D: Hoping to obtain a Business Administration degree at some point. Currently, I'm focused on an Associate's in Arts and an Associate's of Applied Sciences with the U.S. Air Force. So those are my goals. I've been in and out for some years. Whenever I can get some free time, I take some classes and when I'm busy, I'm busy. So this and next year, I'm not in classes.

Carlos: All right. Thank you. I appreciate it, and if I could get your ... Let me stop the recorder.