Speaker 1: And I have to read one more statement for the transcriber. I, the interviewer, is interviewing Participant A on March 31st at 9:00 A.M.

Speaker 1: All right. My first question is, this Business 110 class, was this your first online class?

Speaker 2: Online?

Speaker 1: Yeah.

Speaker 2: No.

Speaker 1: Oh, okay. In general, give me kind of your online experience in general, not just Business 110, but just in general. What is your overall experience with online, pros and cons.

Speaker 2: As far as school?

Speaker 1: Yes. Yes, ma'am.

Speaker 2: The pros are, I'm a working mom. I need to be able to do my own work when I can do my homework. The flexibility of not having to have to go to class time worked out perfectly for me. The cons were, I feel like a lot, think a lot in translation like the professor would ask something or tell us to do something, but everybody would be struggling. You could contact the professor with email, but there's always a lag time. A lot of the professors don't work full time so you could call, but it's just again you might not get an answer from anybody.

Speaker 1: Great, great. You did a wonderful job. One thing that I forgot mention because we want to protect the identity, your identity and other, don't mention any classmates' names in case you remember or specific instructor's name. You can just say, like you said, instructor. You don't have to say the college's name. That's exactly what we're looking for, for you to be detailed and to tell a story. The first questions will be pertaining to text messaging only, the first questions. The first question is, how did the use of text messaging, how was it used in your class, in this particular Business 110 class? How was text messaging used?

Speaker 2: In this particular class, I think the professors remind us to let us know when due dates where coming up, and communicate anything that they need to the entire class.

Speaker 1: Okay. How helpful was the use of text messaging in this particular course for you?

Speaker 2: Honestly, probably very helpful because I had a general idea of what the due dates were, but sometimes they slip up on me and I forget, and he would give us a reminder ahead of it.

Speaker 1: Oh, okay. When you say, talk a little bit about these reminders, what type of reminders did the instructor give you?

Speaker 2: Like, your chapter six quiz is due tomorrow. Make sure you take a look at the notes, things like that.

Speaker 1: Oh, okay. How many would the instructor send out, say, in a day, or a week, or anything?

Speaker 2: Oh, no. There were probably about twice a week.

Speaker 1: Okay. Next question. Discuss aspects of text messaging that you did not like.

Speaker 2: There weren't really anything, I guess. The remind app was setup so nobody replied all. I think that kept it from getting annoying. The fact that he didn't do it every day kept it from getting annoying too. There weren't really any times.

Speaker 1: You say the instructor didn't do it every day?

Speaker 2: No, he didn't.

Speaker 1: Okay, good deal. Next question. How did the use of text messaging impact the communication between you and the instructor?

Speaker 2: Could you repeat the question?

Speaker 1: Yeah. How did the use of text messaging impact the communication between you and the instructor?

Speaker 2: It didn't. I felt like communication when he sent to me, means kind of like two way street. I'm talking to him, he's talking to me. The text messages was kind of just a one way street. I was informed, but I don't really consider that communicating with us.

Speaker 1: Oh, okay. Is there anything in particular that if it was a two way street, would that have kind of improved the communication, or was that something that you as a learner would not be looking for?

Speaker 2: I mean, maybe in a class where I struggled a little bit more, absolutely, but in this particular class, no.

Speaker 1: Okay. Next question. In what ways did the use of text messaging improve or deter your interactions with your classmates?

Speaker 2: I did not have interactions with my classmates, in general, other than discussion boards, so the text message really didn't impact it.

Speaker 1: Okay. Do you believe if the text messaging was used in a different way, say if it was, I guess, I think you said, not reply all, or anything like that, would that have helped you or deterred you in any way if it was used in that capacity?

Speaker 2: Yes, it would have deterred me because I probably would have deleted it. I wouldn't have wanted everybody coming at everybody with questions and getting notifications for it.

Speaker 1: Okay, good deal. A couple more text messaging questions. Do you believe text messaging should be used in all online classes? If so, why?

Speaker 2: It depends on the professor. I guess I would hate to make it a requirement, and then people just sent out random things just so they meet the requirement. I think if you do it in a thoughtful way, then I actually like it.

Speaker 1: When you say in a, I don't mean to cut you off, so when you say, text messages sent out in a thoughtful way, what does that mean to you?

Speaker 2: In a thoughtful way, when we're approaching deadlines, things like that, not just say, this is my weekly text message, make sure you're doing your work.

Speaker 1: Okay, good deal. My last question as it relates to kind of to text messaging in general, how do you kind of learn best in classroom environment. How do you learn best in a classroom environment?

Speaker 2: I don't. I guess not a lot room, kind of self-lead.

Speaker 1: Okay, good deal. Now, we're going to move to the Adobe Connect. Describe how Adobe Connect was used in your class.

Speaker 2: I think it was so irrelevant to me, I didn't use it. I didn't use, I don't even remember it.

Speaker 1: Oh, okay. So, you don't remember, because they had you on here where you, I guess, I don't know if you had an orientation, or all other students-

Speaker 2: Oh, yeah. I had orientation. I remember now. He just used it for orientation, basically. I honestly, you say the software name, and I'm like, okay, I don't even remember. I guess I just remember the interaction, but it was amazingly different, if that's the question you're asking. I didn't care, but orientation is orientation to me. The fact that it was on Adobe really didn't make or break it to me.

Speaker 1: Right. It is not more so about the tool itself, but having that interaction between yourself, the instructor, and the students, kind of what were your thoughts? Because a lot of times in online education as you said, it's just kind of a one way street. The instructors are just posting things, but having that ability, I don't know if you used the webcam or not, where you're able to see your instructor and other students. Did that kind of help you as a student?

Speaker 2: No.

Speaker 1: Okay. Were there any challenges when you had to connect to that Adobe Connect?

Speaker 2: No.

Speaker 1: Oh, okay. Do you believe there were any, do you believe that type of technology should be used in other online classes?

Speaker 2: Yes, I think it might be helpful to somebody else. It wasn't necessarily helpful to me, not particularly helpful, but I could see how it could help somebody else.

Speaker 1: When you say, you could see how it could help other people, what was it about it? If you can, kind of, paint the picture. I'm familiar with it, but kind of in your own words, tell me what specifically do you think it might be able to help other student. What was it about it? Being able to see other people, hear other, what was it?

Speaker 2: Being able to see people and make a connection, like, this is who this is. It helps you remember people. It helps you kind of feel more comfortable knowing that it was not just talking into the board, but actual people there.

Speaker 1: Okay. Just a few more questions. In your opinion, and if you can kind of elaborate, what kind of worked for you more, the Adobe Connect or the text messaging?

Speaker 2: Could you repeat the question please?

Speaker 1: Yeah. In your opinion, what worked better for you as an online student, was it the text messaging or the Adobe Connect?

Speaker 2: The text.

Speaker 1: The text. And, it might be repeating a little bit, but why was the text better for you than the Adobe Connect?

Speaker 2: Because it was still on my own time. The Adobe Connect, it was live. I have the ability to check messages on my own leisure and save the information. Whereas, the Adobe Connect, if I didn't get it on the weekends, it was pretty much done.

Speaker 1: Okay. Well, that's all the questions that I have. Do you have anything else to add as it relates to those two tools, or online education in general?

Speaker 2: No, sir.

Speaker 1: Okay. Well, good deal. Before I get off the line, let me stop these recorders, but I want to get your mailing address so we can-