Carlos M: I, , the interviewer, is interviewing Participant F, April 4th, at 3:01 P.M. All right. We'll begin. The very first question is just a generic question in general. About how many online classes have you taken, either at [Waytech 00:00:35], or any other places?

Participant F: I've taken four. Four at Waytech.

Carlos M: Okay. And if you could just give me the pros and cons as it relates to just taking online classes in general? What are some of the pros for you and what are some of the cons for online classes for you?

Participant F: Well, what I like about online classes that I can, well I don't have to go to campus. Like I work, so I can work from home or work where, if I'm on break or anything. But I also don't like that I have to email professors and it takes a long time for them to respond. But I think that's about it.

Carlos M: Okay. Good deal. And do you work full-time or are you a full-time student or both?

Participant F: I'm a full-time student. I work part-time and it's like mostly on the weekends.

Carlos M: Okay.

Participant F: I guess. Yeah. It's okay.

Carlos M: Okay. Yeah. And what are you in school for?

Participant F: Baking and pastry.

Carlos M: Oh good. That's exciting. Okay. So that's exciting. Okay. We'll start the text messaging questions now. If you could kind of paint the picture and kind of tell a story as you answer. The first question is and this just relates to the Business 110 class that you took.

Participant F: Okay.

Carlos M: How did you use text messaging in your class? In your Business 110 class?

Participant F: Well I didn't use it. When he would go live, he would make live videos and we could respond to him while he was doing it and he would be answering the questions. I personally didn't use it, but I mean, like for Business 110, I would email him more when he was live, but I think that was the only class that I only used ... It was just the live. It was not like the text messaging or anything. For my Psych class, he would text us a reminder but, I can't remember if he used texting for Business 110. I think it was just the email and he would make live videos.

Carlos M: Okay. So it sounds like you were in the Psych 150 class as well.

Participant F: Yes.

Carlos M: So take me to the Psych 150 for a little bit and how was the text messaging used in that particular course?

Participant F: He would just send us a text if there was homework coming up or if something was due like a test or if we did have homework or something to catch up on and we didn't have time in class, but I think that was all he used it for. But, I think that was all he used it for, just a reminder.

Carlos M: Okay. And how helpful was the use of text messaging in that course?

Participant F: Well it was really helpful because if I didn't write it down or if I didn't put it in my phone, and we received a text from him, it reminded me that it had to be done.

Carlos M: Okay. Can you recall any kind of a specific scenario where it really helped you out?

Participant F: I think for Psych 150 it was, throughout the course, we had to do a brochure where we had to present it to the class. We didn't present it, but we went around to each other and read our brochure. We did different steps throughout the semester to do the brochure. He would remind us. He would send us texts in parts; part one is due today. But that's pretty much it.

Carlos M: Discuss aspects of the text messaging that you did not like.

Participant F: I can't think of anything off the top of my head.

Carlos M: Yeah. That's fine. That's fine. If something comes up, let me know. The next question too relates to the text messaging. How did the use of text messaging impact the communication between you and the instructor?

Participant F: Well, I would email him back. Well, he would just send the messages and we would email him. He responded within a couple hours so it was fine.

Carlos M: Okay. And when you say 'it was fine', what do you mean by that? So it sounds like it was just a one-way text message, but perhaps you had a question and you would respond back. How did that make you as a student and how helpful was that to be able to have that communication mechanism in an online environment?

Participant F: I liked it because he, how do I explain it? The question I asked was answered before the work was due, so it was like a pressure or like something was lift off my shoulders so I get the work done.

Carlos M: So you're saying it was kind of like a motivating factor?

Participant F: Yeah, to get whatever was due, done. Like a motivation to get whatever had to be done.

Carlos M: Okay. In what ways did the use of text messaging improve or deter your interactions with your classmates?

Participant F: Well, nowadays we connect more through text messages than actually talking. But I mean it helped because we communicated more.

Carlos M: So just to be clear, I'm not just talking about regular texting, did your instructor, kind of implement texting between you and your classmates or was that just kind of separate that you guys did that on your own? Did the instructor introduce whatever the texting method was or are you referring to just basic text?

Participant F: I'm meaning basic text. We didn't really do a lot of group projects where we had to work outside of class. It was mostly in class that we had to do group projects. But if something was due outside and we did have to get together, then I mean texting was the easier way to communicate.

Carlos M: Okay.

Participant F: So yeah.

Carlos M: Do you believe text messaging should be used in all online classes? If so, why?

Participant F: The number one is that it's easy to communicate because not everybody has the same schedule or has time to talk on the phone. But it should be used because it is an easier way to communicate, but some are better talking on the phone. Some don't like texting; they'd rather talk on the phone. But I mean it is a good idea.

Carlos M: Okay. Okay. Now we'll talk about the webinar. The Adobe Connect. How was that used in one of those classes?

Participant F: Adobe Connect?

Carlos M: Yeah. You mentioned having the capability of seeing your instructor or seeing students online, kind of Skype-

Participant F: [crosstalk 00:08:51]

Carlos M: Yeah. Yeah. So, if you could just talk a little bit of how that was used in your class. How did the instructor use it?

Participant F: This happened in my Business 110 class. He did the webinars every week and he would explain how our week was going to go and what was due. He would answer questions while he was live. We would send him the questions on there, like he could see them. And he would just be answering as he was explaining what we were going to do that week.

Carlos M: And for you, how helpful was that as an online student? How helpful was that webinar as an online student?

Participant F: Yeah. When he would do the webinars, I would try to be doing the work as he was online, if I had any questions he could answer them there. Because if I would email him it would probably take longer, but it was a quicker way to communicate with him.

Carlos M: Okay. What were some of the challenges using that particular software?

Participant F: I can't think of any negative.

Carlos M: Yeah. That's fine. And a few more questions. How did the use of this webinar impact the communication between you and the instructor?

Participant F: It was a good way to get in contact with him. Because he answered right away. It was a good connection. A good way to communicate with him.

Carlos M: Okay. Anything in particular that made it ... I don't know if you can remember a situation that it was helpful when you were online with the webinar. Anything in particular that you can remember?

Participant F: Not really.

Carlos M: That's fine. Okay. A few more questions. In what ways did the use of the webinars improve or deter your interaction with your classmates? Were there other classmates on those webinars or were you the only student?

Participant F: No. There was more of us. That was a good way to communicate because some would ask questions that maybe you had, but you wouldn't ask, and they were answered. So we could talk to each other on the webinar. He would obviously be live and we would just be sending messages and they would pop up on the screen so we could see whatever our classmates had sent him and questions that other people had. So, it was really, really helpful.

Carlos M: That feature -

Participant F: [inaudible 00:11:49] be asking questions as well.

Carlos M: That feature sounds like instant messaging. Were there any other features within that software were unique and helpful to you? Any other features within with that software that were helpful?

Participant F: Yeah. Because for Business 110, we had to read and do little quizzes and we could go back and get help. If we needed help, there was a little button, we could get in contact with him. It gave us practice. If we didn't do so well it give us more options to go back in and get more help, extra exercises to do. But, I liked it.

Carlos M: Do you believe this Adobe Connect or any tool like it, should be used in all online classes? If so, why?

Participant F: Maybe not in all of them, because all of them don't work the same, but for Business 110 it worked really well for me. For Psych I didn't have it, because it was a seated class too. It was partially online and seated. But my Business online class, it worked really well.

Carlos M: Okay. Which kind of feature, technology, in your opinion, worked better for you, or they could have been equal, the webinar or the text messaging? And why?

Participant F: For me personally, it was the webinar, just because we could talk with him instantly and send him messages and he would answer them back. And the text messages, they just took a little longer. But I would have chose the webinar instead of the text messaging.

Carlos M: Okay. And just a couple more. Kind of describe your learning style and how you learn and how did the uses of these technologies coincide with how you learn?

Participant F: My Business 110, all my work was due online, so I liked it. It did take a little longer because there was so may exercises. I don't know. It just worked for me. I would just sit down and get it done.

Carlos M: Okay. Well good deal. Well, that's all I have. Do you have anything else as it relates to online general or the webinars or the text messaging that you'd like to add?

Participant F: I think that will be it.

Carlos M: Okay.