Participant B: Okay.

Carlos : Before we get into the questions, I do have to say one more statement for the transcription service that I'll be using. I, Carlos, the interviewer, is interviewing participant B on March 31st at 10:16 a.m.

Carlos : All right, so we'll begin. Prior to this Business 110 course that you took last year, have you taken any other online classes before?

Participant B: Yes.

Carlos: About how many have you taken, online classes have you taken? It doesn't have to be just at Wake Tech, but just in general.

Participant B: Prior to that one, I think I took about, maybe, two.

Carlos : Since then, have you taken any more?

Participant B: Yes. I'm taking one now.

Carlos.: Okay, good deal. Not for this particular class, Business 110, but in general, what is your overall experience as it relates to distance education in general? Both pros and cons. Like I said, in your answers be as detailed and tell a story as possible. What's been your experience in general with online education?

Participant B: For me, it is beneficial to me, because I work full-time and I have kids. Most of the time, the times where I'm free is like between 11:00 and like 2:00 or 3:00 in the morning, so it allows me to be able to get my work done. I don't have to worry about finding a sitter for classes and things of that nature, but I do miss being in the classroom setting. Certain classes, I know I will have to take in a classroom setting. I feel like you can get more done when you're sitting there, you know, because I have a free hour. You know, kind of, just go ahead and knock out your work while you're there. Just having the teacher in front of you, it makes a different experience.

Carlos : Okay, that was good. If you don't mind me asking, what are the ages of your children?

Participant B: Two and seven.

Carlos : All right. Congratulations on that. The first questions will be pertaining to text messaging. Now we're just focusing on the Business 110 class the remainder of the way. How did you use text messaging in this Business 110 course?

Participant B: I'm trying to remember if I ever did any replies. I know that the teacher, we got text messages from her, I think like when we had assignments due or announcements and things like that, which was really convenient, because most of the time, everybody's phone is their hand or somewhere near them. So that was pretty convenient. Again, I can't remember if I replied by text messages or talked to the professor by text messages, but I do know that just having that tool was pretty helpful. I could always go back to my text messages that I [inaudible 00:03:23]. I remember when my assignment was due really fast without having to go onto the website.

Carlos.: That leads me into question two, and if there's anything else that you can share. How helpful was the use of text messaging in this particular Business 110 course? And if you can remember anything else which made it helpful for you.

Participant B: I guess I would go back to saying it was convenient. That's pretty much the experience about it, it's just it was convenient and definitely helpful.

Carlos : Okay, good deal. Discuss any aspects of text messaging in this particular course that you did not like.

Participant B: Sometimes I did get a lot of messages at once, but for the most part I only get like a few a week. There weren't too many things that I had issues with, with the text messages.

Carlos.: Did you say sometimes the instructor sent too many during a day or during a week, is that what you just said, sometimes?

Participant B: Yeah, mostly was during the week. I think that was for like if something was posted then they post it the same time the week as the text messages, but it wasn't anything out of the ordinary for me.

Carlos.: Next question, how did the use text messaging impact the communication between you and the instructor?

Participant B: It definitely made it faster to ask questions and communicate with the instructor, and it was a whole lot more faster than doing an email.

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

Participant B: I don't too much remember texting my classmates, so I'm going to say I'm pretty neutral on that one, because I don't remember texting the actual classmates, just the professor.

Carlos.: Do you happen to remember if in this particular class, did the instructor use a particular software or was it just a regular text message from the instructor's phone? Do you remember?

Participant B: I think it was a software. I can't remember the name. It was definitely a software, though, I don't think it was through the Abode Connect, but it was a specific software that teachers use.

Carlos.: Was it Remind?

Participant B: Yes, Remind Me, or something like that.

Carlos.: Yeah, and I think they've changed the name over the years. Talk a little bit about that particular software, was it - I don't want to put words in your mouth - but just talk a little bit about that software and how you had to go about uploading or downloading it. How did it work for you? What you can remember from it.

Participant B: It was pretty easy to download, and I think my daughter, when she was in kindergarten her teacher actually used a similar app, so I was kind of familiar with how it worked. It was pretty easy to use, just download it to the phone and you could go on there and send text messages and message the teacher that gives me the [inaudible 00:07:38]. It was pretty user friendly.

Carlos.: Okay, thank. Do you believe text messaging should be used in all online classes in general, if so why?

Participant B: Yes, I definitely think so. The Blackboard app is okay, but I think the text messaging is closer to realtime than the Blackboard app, and to me the convenient thing is great, especially when I'm out and about and I'll get a text message. It will definitely remind me of something that I have to do, and then you can talk to your professor straight from your phone.

Participant B: I think that would be something that would be helpful in any online course, because the biggest thing is about time management when you're taking a class online, so having that reminder right there in your hand, and being able to message your professor quickly is definitely helpful.

Carlos.: You've talked a lot about reminder texts, are there any of other type of text messages that you would suggest instructors send out? Like I say, I don't want to put any words into your mouth, but like grades are posted today, or any other type of text that might be helpful to you as a student, or would you just want them to just be reminders?

Participant B: I think the grades could be convenient, maybe even some, like sometimes they have different study guides or whatever, something that they can refer you to. Like maybe if you have a test coming up or things like that, but mostly reminders. I think grades being posted is another good one as well. Can't really think of anything else. Maybe due dates for assignments would be helpful, and then any changes with the class, like let's say a class has to be rescheduled or a change or delay, that would be helpful as well.

Carlos.: You kind of alluded to it earlier, but what would you suggest, how many texts or the lengths of texts that should be sent out? Because I think that was kind of a two part question, but how often in your personal opinion would be helpful for you as a learner, how many text should be sent out during a day or during a week?

Participant B: I think it would depend on the type of class it is. Right now I'm doing the accelerated class, so we have two assignments due a week, so I could see two to four text messages a week would be appropriate for that. If it's like just a regular placed class, I say one or two, depending on the class, about one or two a week should be okay.

Carlos : Okay, good deal. Now we'll move to the Abode Connect questions, and the Adobe Connect I'm not too sure if you remember, but it's the web conferencing tool where you're able to see your teachers and your classmates. Do you remember that?

Participant B: Yeah.

Carlos : Okay, good deal. The first question is, describe how Abode Connect was used in this Business 110 class.

Participant B: She actually did lectures through the Abode Connect, and again with that I had an app on my phone, so anywhere I was I could actually watch it, which is really cool. You could ask questions while she was teaching, you could see your teacher, so you get the personal experience that you normally wouldn't get when you're taking an online class. I actually really enjoyed the Abode Connect, I had never seen it before I had taken this class, so that one was really convenient.

Carlos.: You kind of alluded to it, but if there's anything that you can share, how helpful was the Abode Connect to you in everything that you did from homework to meeting your classmates? How helpful was it to you?

Participant B: It was pretty helpful. Sometimes when you're studying on your own, the way you're reading it and looking at it, you don't quite get it, but through here [inaudible 00:12:12] made things a little bit more clear. Also, I know she would do, like if we did try the Abode Connect, we would have a few extra points or bonus points. That helped out as well, and just having that lecture part of the classroom, you're not missing out on that like you normally would in an online class.

Carlos : How often were these sessions in this particular class?

Participant B: I want to say there was about every week. I think it was like one for each, so I'm going to say about one a week.

Carlos : Next question, what were some of the challenges with using Abode Connect or this type of feature in your class? What were some of the challenges for you?

Participant B: I think maybe a few times I had trouble signing on. That's more like an internet issue depending on where I was. Most of the time I was at work when she gives the lectures, and the signal there was terrible, but that other than that I didn't really have any issues with the program at all.

Carlos .: Take me through that a little bit, because that's a big part of using this particular tool. Walk me through, if you can remember an instance, what happened? Did you panic, were you able to call somebody? Just kind of paint the picture of what happened when you did have a bad connection or you couldn't connect.

Participant B: I'm pretty good with computers and phones and things like that, so I just found a better spot in the building that had better connection, and then eventually I ended up being able to connect to the WiFi and was able to get on. Of course, because it's live you can't rewind it, but even still you'll probably end up, questions that were asked they find out and she probably would do little reviews and I was able to get back on and continue with the lecture.

Carlos.: Did the particular instructor provide any technical support from the standpoint of yes, we're going to have this session today, but in case you run into, did she provide any tidbits to help students? Because you just said every student may not be as savvy with computers as you, did the instructor provide any of that information?

Participant B: I don't think. I don't remember anything like that. I think she was probably like, "Maybe I can forward it on," but more about Abode Connect in general. I definitely don't remember her putting up any troubleshooting tips or anything like that.

Carlos : Okay. Next question, and this is specifically in communicating with the instructor. How did the use of Abode Connect impact the communication between you and your instructor?

Participant B: It created a real life open line of communication between me and the instructor while she was lecturing. Again, which was really cool because you got that experience like if you were actually taking the seated class. That was helpful.

Carlos.: You mentioned lectures, and every instructor is different. Paint the picture for me, in her particular class, what was a lecture? Was she just talking in front of you? Kind of describe. Was she doing PowerPoints, what was a lecture in her particular class?

Participant B: For her it was mostly PowerPoint, and as she was going through the PowerPoint she was explaining things and answering questions, but it was more a PowerPoint.

Carlos .: Next question. Do you believe Abode Connect or any kind of tool that does the same thing should be used in all online classes, if so why?

Participant B: I definitely do. The class I'm taking now, we have YouTube videos that we're given that we can go and look at, but it's not by the actual professor, so you don't really get that one-to-one experience so to speak. I think that it's a really great tool, especially when you're taking an online class, and it definitely would be helpful with accelerated classes as well more so.

Carlos : Why would it be more helpful? I've never taken an accelerated class, why would you, in your opinion, why would this tool be helpful in an accelerated class?

Participant B: Because you have to do, like in my class I have to do two chapters a week, sometimes you can feel like you're rushing yourself when you're trying to learn the information. Having the lecture or video or PowerPoint would just give you some time to try to retain the information, and listening to the professor talk about it and taking in the different ways, instead of trying to force yourself to learn it within a certain timeframe. You only have a few days, being that you have to move onto the next chapter by the end of that week, and it would give you some time to really soak in that knowledge and hear somebody talking about it and things like that.

Carlos .: Okay, cool. Just a few more questions, and thank you very much for taking the time. In what ways did the use of Abode Connect improve or deter your interactions with your classmates in this particular class?

Participant B: We didn't really communicate with each other too much through Abode Connect. Other than asking the questions, but that was towards the teacher. I would say it was more for the class discussions that we had to do on a weekly basis, that me and the other students interacting, so we had to do post on the discussion board. As far as Abode Connect goes, I didn't really interact with the other classmates on that.

Carlos .: Which technology in your opinion was more helpful to you as a student, the Abode Connect technology or the text messaging, and why?

Participant B: I would definitely say the Abode Connect, because you are able to see your professor and have that lecture part of the classes, versus the text messaging, but you can always get the Blackboard app even though it's not in realtime at some point, until they give you the update that something has been posted. But I would say the Abode Connect would definitely be more helpful when it comes to online classrooms.

Carlos.: A couple more questions. In general, what makes you successful in a classroom? How do you learn best in general?

Participant B: For me, I can watch videos about it, but until I actually pull out my book and pen and paper and start writing things down, practicing and doing the quizzes helps a lot. Actually doing it, then I can whether I'm retaining it or if I need to study a little more. I think that's the best thing for me, is actually doing the work.

Carlos : This will be my last one, I want to go back. I meant to ask it with the text messaging. You mentioned the Blackboard app, and I'm not familiar with that. Can you explain to me what that is and what it does?

Participant B: I was just searching on the app store and found it. Basically, you put in the school that you go to and then you're able to log on, so you actually have the blackboard on your phone and it will give you updates, you can look at your grades, you can look at announcements, you can pretty much do everything you can like if you were on a computer. The only problem is things like the smart books [inaudible 00:20:55], sometimes if I was to log onto that smart books through the app, it doesn't count towards my assignment and it will take me over to the Learn Smart app, but for some reason it won't connect with Blackboard to show that I'm actually doing the assignment.

Participant B: That's the only issue I'm having with it. I have to go on my computer and actually do the assignment through the smart book on my computer. But you can pretty much get to everything from it, and it's a free download on iTunes app store. It's pretty cool.

Carlos : Okay, good. Thanks for sharing. That's all I have, do you have anything else that you'd like to add about those particular two tools or about online in general?

Participant B: No, I don't think so, not really.

Carlos.: Okay, good. Well, thanks. I'm going to stop the recording device.