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Customizing Blended Learning: Where Technology and Pedagogy Meet the St Halfway	tudents
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ABSTRACT

The advance of Information and Communications Technologies (ICT), along with its pedagogical methods in teaching, has brought a massive change to global education. And today, the Pandemic of COVID-19 has push teachers to adopt blended learning instruction which combine the online learning and traditional method. This study aims to investigate how to custom adaptive blended learning from students' and teachers' perceptions. The study is a descriptive research method using a one-shot-survey design. It is intended to obtain data on students' and teachers' perceptions of the ongoing online-learning to provide a recommendation for blended learning. Data was collected using e-questionnaires. Quantitative data comprised of the numbers of responses were analyzed using basic statistical figures in the form of a percentage; qualitative data comprised of open responses were analyzed through data description, data display, and verification. The research findings reveal that customized blended learning should be student-centered. It should be able to facilitate easy access to learning technology, facilitate better interaction and communication between students-students and students-teachers, develop autonomous learner

Introduction

Disruptive innovation is the most of the talk around education technology nowadays. Along with the advance of ICT and the constructivism approach underlying the pedagogical methods in online teaching, this innovation has also brought massive changes to education. For instance, once

Keywords: constructivism, students' perception, teachers' perception, interaction

considered a disruption to the classroom learning, computer-based learning or online learning has now begun to make its ways into the education system and showed signs of growing at lightning speed. However, this so-called disruption cannot completely transform the way of instructions delivered as technology will somehow 'disrupt' or revolutionize education (Teräs, Suoranta, Teräs, & Curcher, 2020).

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The COVID-19 pandemic unexpectedly took the world by surprise. Workplaces close, factories cease operation and schools shut down. Teachers have to transform their real class rooms into virtual classes, begin and design the *emergency remote teaching* which is defined as a temporary shift of instructional delivery to an alternate delivery mode due to crisis circumstances (Hodges et al., 2020). This shift either adopts online learning or blended learning mode. Until today, this shift might be the best alternative to keep students and teachers safe from the risks of COVID transmission. Based on a recent study involving 15,438 school teachers supporting online teaching programs as the epidemic prevention and control initiative, it was found that most teachers were positive about the effects of online teaching. Several teachers still have concerns over students' inabilities to apply self-study skill; the instability of internet connection and online platform; teachers' unfamiliarity with relevant technology and techniques; the difficulty of controlling the course progress, the limited interaction with students in class. These findings complied that differentiated instructions do not lie solely on the way students learn, but also on the tools or learning materials involved (Lagace, 2008; Harunasari & Halim, 2019). Therefore, although technology-assistance is meant to transform classroom instruction into distance online learning, teachers are the ones to customize the learning, where the students meet the technology and pedagogy halfway.

57 Meanwhile, students have to continue their learning utilizing from the latest learning platform technologies to printable worksheets. The Second Annual Global Learner Survey (2020) to 7,000 58 people in 7 countries reveals that 88% of respondents want schools to take actions addressing 59 60 issues of equal access to education by suggesting the government to prioritize education expenditure on technology preparation for emergency use during the pandemic covering the price 61 and costs of online learning. It also highlighted that 78% of learners believe education will 62 fundamentally change because of this pandemic. This means there is no "turning point" to what is 63 called "pre-COVID 19 education". 64

Where the Students Meet the Technology and Pedagogy Halfway

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- The push to apply the emergency remote teaching through online learning occurred during the 66 pandemic. And this has left many students in "the blind spot" where they are unable to access 67 68 school learning. These spots are real in Indonesia at which 48,331 schools do not have access to electricity and the Internet (Kompas, 2020). Moreover, many schools struggled to adjust their 69 70 delivery of instructions into distance-online-learning while suffering during the preparation and provision of learning-from-home program with less training and insufficient competencies. 71 Students also reported that the learning-from-home program to be even more stressful than regular 72 classrooms. Many students also claimed that online classes' workload is larger than that of regular 73 face-to-face classes (*The Jakarta Post*, 2020). It is clear, that it is not only the shift of teaching and 74 learning mode that everyone has to deal with. 75 The constructivist approach views learning as learners' interaction with the world and the best 76
- learning comes from engaging in authentic activities, and social interaction and negotiation

 (Miguel & McPherson, 2006; Bryant, & Bates, 2015). In the online learning, learners make sense
- 79 the world by constructing knowledge through interaction with others, texts, social media, etc.

80 Regardless, the push to apply online learning, a review on constructivist approach has revealed that there is a significant increase in implementing constructivist approach in every level of 81 education (Kara, M, 2019). This approach has influenced educational thinking about curriculum 82 83 and instruction by emphasizing on the integrated curriculum. An assumption taken from this approach is that teachers should not teach in the traditional sense 84 of delivering instructions to students. Teachers adopting the constructivist approach to their 85 teaching put emphasis of learning, learner autonomy and active participation in learning (Soykurt, 86 & Uzunboylu, 2018). Teachers should structure situations to make learners actively involved with 87 the content by manipulating materials and social interaction. Activities could include observing 88 phenomena, working collaboratively with others, visiting sites outside of the classroom, either 89 digitally visual or on-site. Students are taught to be autonomous and to take active role in their 90 91 learning by setting learning goals, monitoring and evaluating progress, and going beyond basic requirements by exploring interests (Schunk, 2013). Hence, online learning with all the concerns 92 93 from school teachers has revolutionized constructivist approach into epidemic prevention and control initiative. 94 95 Perspectives on Online and Blended Learning Despite the overlapping understanding between the two terms, there are clear contrast of online 96 and blended learning. Online learning is the first term used in 1995 when the WebCT was 97 developed as the first Learning Management System (LMS), and later known as Blackboard. 98 99 (Singh & Thurman, 2019). In this context, substituting classroom interaction with discussion boards, synchronous chat, electronic bulletin boards, and e-mails or even uploading text and pdfs 100 online had been considered online learning (Ni, 2013; Bates, 2014) Within its development, the 101 use of Internet has become the emphasis of defining its terms. Yet, once again with the disruptive

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103 innovation in education technology, it has been debatable when face-to-face instruction becomes 104 one the characteristics of online learning. Blended learning, on the other side, is defined as the combination of online and face-to-face 105 instructions. It is surprising that blended learning has been implied as the best alternative solution 106 within and the post pandemic as the goal is to move teachers away from using a "standard" or 107 "canned" curriculum to one that is personalized and focused on increased student understanding 108 and continued learning. The considered disruption to education known as technology allows 109 teachers to deliver instruction and content more efficiently to better serve all students. (Pointek, 110 2013). From this point of view, it can be interpreted that the emergent remote teaching discussed 111 above shares many characteristics with blended learning. 112 Not only the overlapping definition, but also the effectiveness of both instructions has left "never-113 ending" debate. The absence of face to face instruction might bring negative perception toward the 114 substitution of concepts explanation with the considerable numbers of practices and activities. This 115 has been in line to what has reported that many students stated the workload of online classes is 116 larger than that of regular face-to-face classes (The Jakarta Post, 2020). On the contrary, effective 117 118 teaching does not come from blending face-to-face learning with ICT only. It must rely on solid learning theory and pedagogical strategies. And for this, blended learning has been identified as 119 promising mode of instruction during and may be the post-pandemic with such benefits as the ease 120 of access to high quality, relevant and engaging content in a variety of forms; the more flexible 121 class time and structure, the ease to adapt to the learning needs of students; the students' large 122 access to multiple sources of instruction and assessment, and diagnostic tools to help direct the 123 pace and format of their learning; the facility for teachers to tailor their instruction and guidance 124

125	to ensure progress and mastery for all students, with a focus on those who have historically been
126	underserved (Pointek, 2013)s.
127	Objectives of the study
128	To get all the benefits of blended learning and better understand how to customize blended learning
129	in fulfilling the needs of students during the pandemic, the researchers address the following
130	research questions:
131	RQ1: How do students perceive online learning during the pandemic?
132	RQ2: How do teachers perceive online learning during the pandemic?
133	RQ3: What recommendations should be made to customize blended learning based on students'
134	and teachers' perceptions to fulfill students' needs within the pandemic?
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136	MATERIALS AND METHODS
	WITERINES TRUE WELLINGS
137	Research Design
137	Research Design
137 138	Research Design The study is a descriptive research method using a one-shot-survey design (Lodico, Spaulding & 21)
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137 138 139 140 141 142 143	The study is a descriptive research method using a one-shot-survey design (Lodico, Spaulding & Voegtle, 2006). Surveys are sent to participants at one particular point in time to gather their perceptions about a current issue, in this case, to obtain data on students' and teachers' perceptions of the ongoing online-learning for a recommendation for customized blended learning. *Research Participants and Data Collection* Data on students' perceptions were collected using an e-questionnaire available at https://forms.gle/aqQkFncygAvJfWc36 . Participation is voluntary with a total of 60 students from

used to obtain data on students' perception on three aspects related to blended learning i.e. *1*) access to technology, *2*) interaction and communication, and *3*) learning outcomes. A prenotification message and brief constructed instrument in the Indonesian language were the strategies used to increase the response-return rate to a minimum of 50% as a favorable response rate (Creswell, 2012). To obtain data on teachers' perceptions of online learning, the researcher used an e-questionnaire adapted from Yang (2020). The questionnaire is available at https://forms.gle/P5TmSumXuNWYbrgF7 and sent to 41 teachers who are teaching in the online mode within the time of the study selected using purposive sampling.

Data analysis

The quantitative data were analyzed using basic statistical figures in the form of a percentage. The qualitative data were analyzed through data description, data display, and verification. Students response in percentage is analyzed using categories presented in Table 1.

Table 1. Student's Perception Categories

Percentage (%)	Categories
81-100	Very high
61-80	High
41-60	Low
≤ 40	Very low

RESULT AND DISCUSSION

Respondents' demographic data

The responses to the e-questionnaire returned by 38 students- respondents, generating score of 0.63 or 63% as the response return rate exceeding the minimum of 50% as a favorable response rate suggested by Cresswell (2012). Research data on teachers' perceptions returned by 32 respondents, generating 78% as the response return rate, which exceeds 50%. The collected data reveals the

teacher-respondents' demographic information. A number of 81% of teachers have an undergraduate degree, and 19% with a Master's degree. Their teaching experiences are varied, ranging from 1-5 years (16%),6-10 years (16%), 11-15 years (44%), and more than 15 years (25%).

Students' Perception Toward Online Learning During the Pandemic

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Students' positively perceived the online learning during the pandemic with its high level of accessibility to high quality, relevant and engaging content in a variety of forms; and to multiple sources of instruction and assessment. Yet, they are negative toward the learning contribution to both student-student and student-teacher interaction. They also perceived that the learning outcomes has not been satisfactorily. Only 52.5% student participants satisfied with the overall online learning even it has involved face-to-face instruction to assure teachers' presence in concepts or theories explanation. The researcher sees this as closely related to what has been suggested by the PISA 2018 report (OECD, 2029) that students scored higher when they greatly cooperate with their peers. Students who perceived greater support from teachers will also score higher in reading. This finding also supports what has been revealed that interactions between students, teachers and content are found to influence online learning and blended learning related to learning outcome, student satisfaction, and engagement (Nortvig, Petersen & Balle (2018); OECD, 2019). At the same time this confirms a view of achieving the best learning with engaging authentic activities, and the high-level of social interaction (student-student; student-teacher) and negotiation. However, 68% reported their satisfaction using online learning on the aspect of access to technology. This is in the contrary with what has been reported by Kompas (2020) and The Jakarta Post (2020) that many Indonesian students do not have proper access to the Internet. This might be due to the respondents are best-equipped students from a private international school. These findings on online learning will add a positive side to the recommendation of blending

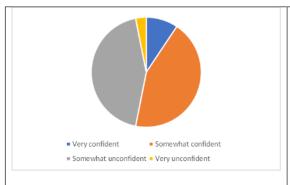
online learning and face-to-face instruction. Table 2 visualized the summary of students' perception of Online Learning during the Pandemic.

Table 2. Summary of Students' Perception of Online Learning during the Pandemic

Dimension	Indicators	Yes	No
		(%)	(%)
1. Access to technology	Students perceive:		
	 online learning is flexible 	78.9	21.1
	digital learning tools are easy to use	60.5	39.5
	online academic resources are easy to access	60.5	39.5
	digital materials are favorable	73.7	26.3
	Average	68.4	31.6
2. Interaction	and Students perceive:		
communication	 online learning environment is enjoyable 	60.5	39.5
	 online learning encourages peers communication and engagement 	44.7	55.3
	 consultation time with teachers is flexible 	44.7	55.3
	Average	49.96	50.03
3. Learning outcome	Students perceive:		
	 learning becomes easier 	31.6	68.4
	online learning develops autonomous learner	47.4	52.6
	Average	39.5	60.5

Teachers' Perception Toward Online Learning During the Pandemic

A quite balance percentage of teachers (43.8% and 46.9%) stands for being unconfident and confident in online learning's effectiveness during the pandemic. There are less than 10% of teachers who are very confident (9.4%) and very unconfident (3.1%) of the online learning's effectiveness. See *Figure 1* for the visual of Teachers' Confidence in the Effectiveness of Online Learning's During the Pandemic.





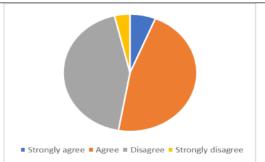


Figure 4 Teachers' Perception toward Agreement in the Integration of Blended Learning Instruction in the Post Pandemic

In the same tone, teacher-respondents were grouped into two slightly different agreements on the idea of integrating blended learning instruction in the post-pandemic. There were 43.8% teachers opposing 46.9% who agree to the integration. While the rest 6.3% and 3.1% were respectively, strongly agree and strongly disagree with the idea.

Recommendations in Customizing Blended Learning Based on Students' and Teachers' Perceptions during The Pandemic

Teachers perceive customizing blended learning instructions as those shared by the view of constructivist approach. Therefore, the instructions should engage students in authentic activities, have high level of social interaction and negotiation. This implies the support to student-led activities within the process of learning. Moreover, teacher should teach in the so-called the latest technology to show the revolution of learning process. This is in the contrary to teachers' concerns and the considered disruption in classroom learning. As a matter of fact, they have become the strength of blended learning instructions during the pandemic. Furthermore, there should be more interaction (both student-student and student-teacher negative) using another learning tools such as digital backchannel and multimedia application. Digital backchannel offers the sense of

217 engagement and make students feel more social because the tool run parallel to spoken remarks 218 (Harunasari & Halim, 2019). Meanwhile, the provision of interactive multimedia application can promote student-teacher collaboration. These tools would bring various interaction between 219 220 students and the nowadays' technology to develop learners' autonomy. 221 CONCLUSION AND RECOMMENDATION 222 This study aimed to suggest recommendations on customizing blended learning where students 223 can meet technology and pedagogy in the best way. The research findings confirmed blended learning as epidemic prevention and control initiative that revolutionized learning instructions. 224 Due to practical constraints, this study cannot provide a review from institutional perspectives. A 225 further study to investigate the possibility of implementing blended learning on a larger scale and 226 227 an assessment from institutional perspectives is highly recommended. It is also crucial to investigate what supplement of digital learning material should be developed to help students while 228 229 on the independent-learning session. REFERENCES 230 Alsalhi, Eltahir, & Al-qatawneh, (2019), The effect of blended learning on the achievement of ninth 231 232 grade students in science and their attitudes towards Heliyon, https://doi.org/10.1016/j.heliyon.2019.e02424 233 Angdhiri, Rarkryan P. Challenges of home learning during a pandemic through the eyes of a 234 The Jakarta Post. student, Retrieved 235 from https://www.thejakartapost.com/life/2020/04/11/challenges-of-home-learning-during-a-236 pandemic-through-the-eyes-of-a-student.html, accessed on July 21, 2020.

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