


## AN ANALYSIS OF USING ONLINE CONFERENCE TOOLS IN ELT DURING THE PANDEMIC COVID19 AT UNIVERSITAS MUHAMMADIYAH MAKASSAR

St. Syahrani Syam<sup>1</sup>, Muhammad Zia Ul Haq<sup>2</sup>, Ismail Sangkala<sup>3</sup>

<sup>1,2,3</sup>Universitas Muhammadiyah Makassar, Indonesia

Article Info	Abstract
<p><b>Received:</b> January 22, 2023  <b>Revised:</b> February 09, 2023  <b>Accepted:</b> February 28, 2023  <b>Published:</b> June 29, 2023</p> <p><b>Keywords:</b> Online Conference, Zoom, English Language Teaching, Covid19.</p>	<p>This study used the Post Study System Usability Questionnaire (PSSUQ) method to assess and find out perceptions based on their experiences in using online conferencing tools, especially ELT during the covid19 pandemic at Universitas Muhammadiyah Makassar. The participants in this study were students of English education at the Universitas Muhammadiyah Makassar, students of English education department. Purposive sampling is used by the current researcher. Research activities will be carried out through the stages of evaluating which classes in 2019 are very intense using Zoom as an ELT learning medium, then distributing questionnaires to students as respondents, and finally analyzing the scores obtained and drawing conclusions regarding the use of Zoom as an ELT learning media at Universitas Muhammadiyah Makassar during the covid19 pandemic. The Post Study System Usability Questionnaire (PSSUQ) method is used to assess a system or find out the extent of user experience in order to get an overall impression of the experience of users or end users of a system. The rule in the PSSUQ score is that the lower the score obtained from the results of the questionnaire, the better the system will be.</p> <p>This is an open access article under the CC BY-SA license.</p> 
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<p>St. Syahrani Syam  English Education Department,  Universitas Muhammadiyah Makassar,  259 Sultan Alauddin Road, Makassar City, Rappocini 90221, Indonesia.  Email: 105351112418@unismuhmakassar.ac.id</p>	

### INTRODUCTION

The impact of the Corona Virus Disease 2019 (Covid-19) pandemic requires educational institutions to carry out learning activities through distance learning methods boldly by using e-learning. Online learning that is well designed during a pandemic can carry the same quality as face-to-face learning (Correia et al., 2020) In the context of the COVID-19 pandemic, the impetus for a shift to emergency online distance teaching has required many educators, teachers, students, parents, and administrators to rely on videoconferencing

systems for synchronous communication. This emergency response to physical distancing proves to be challenging because it is unprecedented and unplanned. Henderson in Sulha et al., (2021) The use of online conferences is an effective way of learning during the COVID-19 pandemic because online conferences are a media for distance learning using technology-based software that can create an atmosphere of a direct learning process in virtual situations.

There are many kinds of online video conferencing at the moment, such as Zoom, Google Meet, Jitsii meet, Skype, and the Microsoft team. But the most widely used today is Zoom. This can be seen in several aspects or institutions that use zoom in conducting meetings or meetings. So this research objective reveals the level of use of educational zoom, especially in the ELT learning process based on user experience in using Zoom. The qualitative method with the PSSUQ Usability design is used to determine the usability level of a system based on user experience. That is the experience of students as users. So, in conclusion, the learning process with Zoom during the Covid-19 pandemic, according to students, what is the level of usability Zoom in ELT learning process. So that it is known that Zoom is an application that is easy to use, overall simple to use and zoom brings a high level of flexibility for e-learning during the pandemic covid19.

## LITERATURE REVIEW

According to Correia et al., (2020) Video conferencing can be used as an effective teaching and communication tool in synchronous distance education. Moreover, due to the multimedia capabilities of web-based videoconferencing technology, teachers and students can express themselves using audio, visual, and verbal communication with others. This reduces the ambiguity caused by text- only communication and enhances psychological engagement, which potentially leads to a performance level in collaborative tasks comparable to face-to-face communication.

Therefore, according to Mu'awanah et al., (2021) the Zoom one of video conference platform that can help students improve language skills and reduce embarrassment in virtual classroom interactions. The zoom platform is also an excellent method of communication. In addition, Hamid (2020) stated that many faculties, including teacher educators, have chosen to convert their courses to live synchronous web meetings using web conferencing tools such as Zoom. Students can use the chat box to communicate with other students, their English teacher, or the whole group. They have access to everyone's cameras and can listen in on everyone's

conversations. English teachers can use the break room for group lessons. This is used for the breakout room to group students in pairs, threes or in whatever size group they prefer.

Furthermore, According to Destianingsih & Satria, (2020) that the effective tool that can be utilized in explaining the subject and as the virtual tool to replace face to face meeting is the Zoom application. Because Zoom is considered to be the best approach to the traditional classroom approach to teaching (Mu'awanah et al., 2021). In other words, the use of video conferencing in learning can be the most effective way to examine students' academic and emotional well-being (Lowenthal et al., 2020). In this online environment, people usually use webcams and microphones to chat in real time, creating interactions similar to those found in traditional classrooms (Novawan et al., 2020).

## **METHODS**

Research data were obtained from documents in the form of journal articles, books, and several articles on the internet that are relevant to the topic of this journal. The collected data is then analyzed to find out the use of online conferencing tools, especially the Zoom application in ELT during the pandemic covid19. Although design and several usability activities are certainly qualitative (Jeff Sauro, 2012). The data collected data is using a Rating scale by Jeff Sauro (2012). Rating scale items are characterized by closed-ended response options. Typically, respondents are asked to agree or disagree to a statement. For numerical analysis, the classic seven-choice Likert response options can be changed to a number from 1 to 7.

### **Instrument**

This study used a Questionnaire from PSSUQ (Post-Study System Usability Questionnaire). PSSUQ is a questionnaire designed to assess user satisfaction with computer systems or applications (Jeff Sauro, 2012). This questionnaire is based on an internal project from IBM called SUMS (System Usability MetricS) in 1988. SUMS originally consisted of a set of items (Valadi & Broneske, 2020). And Version 3 PSSUQ is the latest updated version. This study. the questionnaire was distributed using google foam. This questionnaire consists of 16 questions with a rating of 1-7. The PSSUQ items yield four overall scores and three subscale scores. The rules for computing them are:

1. Overall: Average the responses for Items 1 through 16 (all the items)
2. System Quality (SysQual): Average Items 1 through 6
3. Information Quality (InfoQual): Average Items 7 through 12
4. Interface Quality (IntQual): Average Items 13 through 15

Table 1. Post-Study System Usability Questionnaire (PSSUQ)

The Post-Study Usability Questionnaire Version 3		Strongly agree							Strongly disagree	NA
		1	2	3	4	5	6	7		
1	Overall, I am satisfied with how easy it is to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	It was simple to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	I was able to complete the tasks and scenarios quickly using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	I felt comfortable using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5	It was easy to learn to use this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6	I believe I could become productive quickly using this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	The system gave error messages that clearly told me how to fix problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8	Whenever I made a mistake using the system, I could recover easily and quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9	The information (such as online help, on-screen messages and other documentation) provided with this system was clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	It was easy to find the information I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11	The information was effective in helping me complete the tasks and scenarios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12	The organization of information on the system screens was clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13	The interface* of this system was pleasant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
14	I liked using the interface of this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
15	This system has all the functions and capabilities I expect it to have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
16	Overall, I am satisfied with this system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

### Data Analysis

Distribution of data that has been collected and processed using the PSSUQ Data Analysis Tool provided. Data can be processed through Microsoft Excel or SPSS. According to Jeff & Sauro (2012) PSSUQ items produce four scores, one overall and three subscales. These values are:

1. Overall, overall average response to questions 1 to 16

The formula for calculating the average sub-scale can be done using the following formula:

$$\text{Sub-scale} = \frac{\text{Total score of respondents' assessment of each sub-scale (1-16)}}{\text{number of question items for each scale.}}$$

2. System Quality (SysQual) is a subscale that evaluates the quality of the system in this case the average is calculated from questions 1 to 6.

$$\text{Sub-scale} = \frac{\text{Total score of respondents' assessment of each sub-scale (1-6)}}{\text{number of question items for each scale.}}$$

3. Information Quality (InfoQual) is the subscale used to rate the quality of information average from questions 7 to 12.

$$\text{Sub-scale} = \frac{\text{Total score of respondents' assessment of each sub-scale (7-12)}}{\text{number of question items for each scale}}$$

4. Interface Quality (IntQual) is the subscale used to rate interface quality average from questions 13 to 15.

$$\text{Sub scale} = \frac{\text{Total score of respondents' assessment of each sub-scale (13-15)}}{\text{number of question items for each scale.}}$$

## RESULT AND DISCUSSION

Researcher have presented the results of the PSSUQ as follows:

1. Overall of the Zoom

Overall Scale, which consists of questions 1 to 16 so that the calculation is done by adding up the scores of the 16 questions, then the number will be divided by 16 according to the number of questions on the Overall scale.

Table 2 Total Score of Overall Scale of Zoom

Students	Questions of the Questionnaire																Overall
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	
S1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1,06
S2	2	2	2	1	4	3	5	1	2	1	1	1	2	2	2	1	2,00

S3	3	2	2	4	3	3	4	3	3	2	2	3	3	4	3	4	3,00
S4	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2,00
S5	2	3	2	4	3	2	3	3	2	4	3	3	2	3	2	3	2,75
S6	3	3	7	4	6	6	5	5	5	6	6	4	4	4	4	2	4,63
S7	2	2	2	2	2	2	2	2	1	1	1	2	2	2	2	2	1,81
S8	1	1	1	2	1	2	1	2	3	2	2	3	2	2	1	1	1,69
S9	2	1	3	1	2	2	4	3	2	2	2	1	1	4	2	2	2,12
S10	7	3	5	7	4	7	4	4	2	2	3	4	3	2	3	4	4,00
S11	2	3	2	2	2	2	4	4	1	2	3	2	2	2	3	1	2,31
S12	1	1	3	1	1	4	4	2	1	4	4	1	1	1	1	2	2,00
S13	1	1	1	1	1	1	6	1	1	1	1	1	1	1	1	1	1,31
S14	2	2	3	1	1	1	4	3	1	3	3	2	1	1	1	1	1,88
S15	4	4	4	5	4	5	5	5	4	5	5	5	5	4	4	4	4,50
S16	2	2	2	3	2	3	3	4	1	1	2	2	1	4	2	3	2,31
S17	1	1	1	2	2	2	4	4	2	2	2	2	2	2	2	2	2,06
S18	1	1	1	1	1	1	3	3	1	2	2	2	2	1	1	1	1,50
S19	2	3	4	3	3	3	4	2	3	3	2	3	2	3	3	3	2,88
Mean																	2,41

The value scale ranges from 1-7, the smaller the better

In table 2 above it is found that the average score of the Overall Sub-scale consisting of questions 1 to 16 in the PSSUQ for the use of Zoom is 2.41.

## 2. System Quality of Zoom

System Quality (SysQual) scale, which consists of questions 1 to 6 so that the calculation is done by adding up the scores of the 6 questions, then the number will be divided by 6 according to the number of questions on the SysUse scale.

Table 3 Total Score of System Usability Scale of Zoom

Students	Questions of the Questionnaire						SysQual
	Q1	Q2	Q3	Q4	Q5	Q6	
S1	1	1	1	1	1	1	1,00
S2	2	2	2	1	4	3	2,33
S3	3	2	2	4	3	3	2,83

S4	2	2	2	2	2	2	2,00
S5	2	3	2	4	3	2	2,67
S6	3	3	7	4	6	6	4,83
S7	2	2	2	2	2	2	2,00
S8	1	1	1	2	1	2	1,33
S9	2	1	3	1	2	2	1,83
S10	7	3	5	7	4	7	5,50
S11	2	3	2	2	2	2	2,17
S12	1	1	3	1	1	4	1,83
S13	1	1	1	1	1	1	1,00
S14	2	2	3	1	1	1	1,67
S15	4	4	4	5	4	5	4,33
S16	2	2	3	2	2	3	2,33
S17	1	1	1	2	2	2	1,50
S18	1	1	1	1	1	1	1,00
S20	2	3	4	3	3	3	3,00
<b>Mean</b>							2,38
<b>The value scale ranges from 1-7, the smaller the better</b>							

Based on table 3 above, the researcher found that the results of the student answer questionnaire related to the System Quality scale at PSSUQ for using Zoom was 2.38.

### 3. Information Quality of Zoom

Information Quality (InfoQual) scale, which consists of questions 7 to 12 so that the calculation is done by adding up the scores from 6 questions, then the number will be divided by 6 according to the number of questions on the InfoQual scale.

*Table 4 Total Score of Information Quality Scale of Zoom*

Students	Questions of the Questionnaire						InfoQual
	Q7	Q8	Q9	Q10	Q11	Q12	
S1	2	1	1	1	1	1	1,17

S2	5	1	2	1	1	1	1,83
S3	4	3	3	2	2	3	2,83
S4	2	2	2	2	2	2	2,00
S5	3	3	2	4	3	3	3,00
S6	5	5	5	6	6	4	5,17
S7	2	2	1	1	1	2	1,50
S8	1	2	3	2	2	3	2,17
S9	4	3	2	2	2	1	2,33
S10	4	4	2	2	3	4	3,17
S11	4	4	1	2	3	2	2,67
S12	4	2	1	4	4	1	2,67
S13	5	1	1	1	1	1	1,67
S14	4	3	1	3	3	2	2,67
S15	5	5	4	5	5	5	4,83
S16	3	4	1	1	2	2	2,17
S17	4	4	2	2	2	2	2,67
S18	3	3	1	2	2	2	2,17
S19	4	2	3	3	2	3	2,83
<b>Mean</b>							2,61

**The value scale ranges from 1-7, the smaller the better**

In table 4 above, the researcher found that the average score on the Information Quality scale at PSSUQ for using Zoom was 2.61.

#### 4. The Interface Quality

The Interface Quality (IntQual) scale, which consists of questions 13 to 15 so that the calculation is done by adding up the scores from the 3 questions, then the number will be divided by 3 according to the number of questions on the IntQual scale.



Table 5 Total Score of Interface Quality Scale of Zoom

Students	Questions of the Questionnaire			IntQual
	Q13	Q14	Q15	
S1	1	1	1	1,00
S2	2	2	2	2,00
S3	3	4	3	3,33
S4	2	2	2	2,00
S5	2	3	2	2,33
S6	4	4	4	4,00
S7	2	2	2	2,00
S8	2	2	1	1,67
S9	1	4	2	2,33
S10	3	2	3	2,67
S11	2	2	3	2,33
S12	1	1	1	1,00
S13	1	1	1	1,00
S14	1	1	1	1,00
S15	5	4	4	4,33
S16	1	4	2	2,33
S17	2	2	2	2,00
S18	2	1	1	1,33
S19	2	3	3	2,67
<b>Mean</b>				2,17
<b>The value scale ranges from 1-7, the smaller the better</b>				

In table 5 above, the researcher found that the average score of Interface Quality at PSSUQ for using Zoom was 2,17.

## Discussion

Based on the results of testing or giving questionnaires conducted online using Google-Foam, it can be seen the results of the overall scale (table 2), system quality scale (table 3), system information scale (table 4), and system interface on zoom (table 5). To see the results of score recapitulation from all scales can be seen in table 6 below.

*Table 6 Recapitulation of all PSSUQ sub-scales*

Students	Type of PSSUQ Sub Scale			
	Overall	System Quality	Information Quality	Interface Quality
S1	1,06	1,00	1,17	1,00
S2	2,00	2,33	1,83	2,00
S3	3,00	2,83	2,83	2,33
S4	2,00	2,00	2,00	2,00
S5	2,75	2,76	3,00	2,33
S6	2,67	2,83	5,17	4,00
S7	2,81	2,00	1,50	2,00
S8	1,69	1,33	2,17	1,76
S9	2,12	1,83	2,33	2,33
S10	4,00	5,50	3,17	2,67
S11	2,31	2,17	2,67	2,33
S12	2,00	1,83	2,67	1,00
S13	1,31	1,00	1,67	1,00
S14	1,88	1,57	2,67	1,00
S15	4,50	4,33	4,83	4,33
S16	2,31	2,33	2,17	2,33
S17	2,06	1,50	2,67	2,00
S18	2,50	1,00	2,17	1,33
S19	2,88	3,00	2,83	2,67
<b>Mean</b>	2,38	2,61	2,17	2,41

**The value scale ranges from 1-7, the smaller the better**

Based on table 6 above, it can be seen that the overall scale of student answers has an average score of 2.38. Furthermore, the average value of the System Quality of Zoom sub-scale

is 2.61. For the scale of Information Quality, there is a score of 2.17. And the last Zoom Interface Quality, the score obtained is 2.41.

To see a comparison of the mean scores set by PSSUQ and the scores given by students based on filling out the questionnaire, it can be seen in table 7 below.

*Table 7 PSSUQ Scale Comparison of Student Answer Results*

Scale	Scale Rating Rules	Lower Limit	Mean	Upper Limit	Average Student Answers
SysQual	Questions 1 - 6	2.57	2.8	3.02	2.38
InfoQual	Questions 7 - 12	2.79	3.02	3.24	2.61
IntQual	Questions 13 - 15	2.28	2.49	2.71	2,17
Overall	Questions 1 - 16	2.62	2.82	3.02	2.41

As can be seen in table 7 above. First a comparison between the Overall scales. The average score assigned by PSSUQ for the overall scale is 2.82. While the score from filling out the questionnaire filled in by students is 2.41. It can be seen as a whole that Zoom is very well used in the learning process, especially in the ELT learning process. This is because seen from the scale comparison, the results of student scores do not even reach the lower limit provided by the PSSUQ itself. With a lower score indicates a higher level of satisfaction (Jeff Sauro, 2012). In the overall sense of using Zoom in the learning process, it makes students satisfied.

Furthermore, judging from the System Quality of Zoom (SysQual), the average score set by PSSUQ is 2.8. While what is obtained from students is 2.38. This means that the score has not reached the average value set by PSSUQ. Thus students say that Zoom is easy to use. For level usability the low score on the SysQual scale means that the system is easy to use and easy to learn (Suwandy & Hadini Marpaung, 2022). Next, for the Information Quality (InfoQual) scale, the score given by students is 2.61. While the mean for this scale is 3.02. This means that from the information side of Zoom, students are also satisfied with this. Finally, about Interface Quality (IntQual) from Zoom. Based on the results of the students' answers, it was found that the score for IntQual was 2.17. Meanwhile, the average set by PSSUQ is 2.49. This means that Zoom has an attractive appearance both through the layout features provided, and so on which makes it easier for students to use it in the distance learning process.

## Reliability Test on the Results of Respondents' Answers

Table 8 Reliability Test using SPSS

Case Processing Summary			
		N	%
Cases	Valid	19	100.0
	Excluded <sup>a</sup>	0	.0
	Total	19	100.0

a. Listwise deletion based on all variables in the procedure.

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	36.42	226.035	.726	.951
Q2	36.58	235.480	.787	.951
Q3	36.05	218.719	.814	.949
Q4	36.11	215.988	.817	.949
Q5	36.21	222.287	.848	.949
Q6	35.84	214.585	.840	.949
Q7	34.95	244.275	.338	.958
Q8	35.74	230.427	.710	.951
Q9	36.58	231.591	.746	.951
Q10	36.16	228.363	.667	.952
Q11	36.11	227.099	.744	.951
Q12	36.26	228.316	.843	.949
Q13	36.53	230.708	.832	.950
Q14	36.21	235.398	.626	.953
Q15	36.47	231.374	.886	.949
Q16	36.47	234.819	.686	.952

Reliability Statistics	
Cronbach's Alpha	N of Items
.954	16

Table 8 above is a reliability Test. A reliability test is a tool used to measure the consistency of the questionnaire which is an indicator of the variable. To test reliability, researchers can use the SPSS tool. Where if the alpha value  $> 0.7$  means sufficient reliability, while if alpha  $> 0.80$  this suggests all items are reliable and all tests consistently have strong reliability. Or, there are those who interpret it, if alpha  $> 0.90$  then the reliability is perfect. If the alpha is between  $0.70 - 0.90$  then the reliability is high. If alpha  $0.50 - 0.70$  then the reliability is moderate. If alpha  $< 0.50$  then low reliability. If the alpha is low, it is likely that one or more items will be unreliable. Then according to the picture, the alpha obtained is  $0.954$  which means perfect reliability.

## CONCLUSION

From the results of research conducted using questionnaires, researchers can conclude that student results are viewed from the usability of Zoom as a learning media. It can be seen that almost all pro students use zoom. This can be seen from the score obtained from the Overall subscale, which is  $2.41$ . This score has not reached the Mean set by PSSUQ. So it can be concluded that zoom is suitable for the learning process in ELT, especially in the bold learning process.

In addition, from the results obtained Educators can reconsider to increase their use in the learning process, especially in the ELT learning process. Because the overall results obtained from PSSUQ can be seen that Zoom is a platform that can provide information, display, and satisfaction and it can be said that overall it has received a positive response from students as respondents.

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