

# CHALLENGES OF VIRTUAL LEARNING DURING COVID-19: A CASE OF THE UNIVERSITY OF JAFFNA

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Presently COVID-19 changes the entire world and transfer the educational environment from face to face to web based learning. The education system and environment are upgraded these days with the help of the latest technological enhancement. Technologies are transferring the style of education in various forms. It also supports learners and teachers to save their valuable time from the physical attendance of the classes. Due to this, COVID-19 people separated from their family, workplace, and educational institutions. Virtual Learning is a useful tool, especially for educational institutions, mainly because it gives more flexibility to learn from home. Many Sri Lankan schools and Universities are adopted to provide learning through an online environment even if they faced some challenges regarding those Virtual Learning systems. This study's ultimate purpose is to find the problems associated with the Virtual Learning environment, especially in the University of Jaffna. And also attempt to provide a solution to manage the data collected from undergraduates. The researcher also conducted a quantitative study to answer the research questions. Finally, this research recommended students, instructors, and institutions reach full benefits from the Virtual Learning environment.

**Keywords:** *Virtual learning; Challenges of virtual learning system; Traditional learning; Information communication technology (ICT); COVID-19*

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