

# Quantitative and Qualitative Analysis of Distance Learning in Dental Education During COVID-19 Outbreak

## COVID-19 Salgınında Diş Hekimliğinde Uzaktan Eğitimin Kantitatif ve Kalitatif Analizi

Hatice Kalender<sup>1</sup>, Şükrü Can Akmansoy<sup>2</sup>, Mehmet Özyurt<sup>3</sup>, Tuğba Emine Beyhan<sup>4</sup>, Burcu Aksoy<sup>5</sup>, Zehra Özge Çandereli<sup>6</sup>, Nur Şişman-Kitapçı<sup>7</sup>, Berceste Polat-Akmansoy<sup>8</sup>, \*Okan Cem Kitapçı<sup>7</sup>, Nuri Sertaç Sırma<sup>9</sup>, Ümit Karaçaylı<sup>10</sup>, Meral Yay<sup>11</sup>, John A.G. Buchanan<sup>12</sup>, Farida Fortune<sup>13</sup>, Yasemin Kulak-Özkan<sup>2</sup>, Gonca Mumcu<sup>14</sup>

<sup>1</sup> Vocational School, Department of Medical Services and Techniques Program of Medical Imaging Techniques, Maltepe University, Istanbul, Turkey.

<sup>2</sup> Department of Prosthodontics, Faculty of Dentistry, Marmara University, Istanbul, Turkey.

<sup>3</sup> Department of Health Management, Faculty of Health Sciences, Mardin Artuklu University, Mardin, Turkey.

<sup>4</sup> Department of Health Management, Faculty of Business Administration, Düzce University, Düzce, Turkey.

<sup>5</sup> Department of Health Management, Institute of Postgraduate Education, Istanbul University-Cerrahpasa, Istanbul, Turkey.

<sup>6</sup> Department of Health Management, Faculty of Economics and Administrative Sciences, İzmir Katip Çelebi University, Izmir, Turkey.

<sup>7</sup> Department of Health Management, Faculty of Health Sciences, Marmara University, Istanbul, Turkey.

<sup>8</sup> Department of Oral and Maxillofacial Radiology, Faculty of Dentistry, Marmara University, Istanbul, Turkey.

<sup>9</sup> IT Director, Faculty of Dentistry, Marmara University, Istanbul, Turkey

<sup>10</sup> Department of Oral and Maxillofacial Surgery, Gülhane Faculty of Dentistry, University of Health Sciences, Ankara, Turkey.

<sup>11</sup> Department of Statistics, Faculty of Science and Arts, Mimar Sinan Fine Art University, Istanbul, Turkey.

<sup>12</sup> Centre for Education and Innovation, Institute of Dentistry, Faculty of Medicine and Dentistry, Queen Mary University of London, United Kingdom.

<sup>13</sup> Centre for Immuno-Biology and Regenerative Medicine, Behçet's Centre of Excellence, Barts and the London School of Medicine and Dentistry, Queen Mary University of London, United Kingdom.

<sup>14</sup> Department of Oral and Maxillofacial Radiology, Faculty of Dentistry, Istanbul Okan University, Istanbul, Turkey.

### ABSTRACT

**Objectives:** The aim of this study was to analyse the feedbacks that dental students provided about Distance Learning (DL) and to find clues regarding readiness for possible national or global emergencies during a potential COVID-19 outbreak by using both Quantitative and Qualitative Methods.

**Materials and Methods:** This cross-sectional study involved 608 dental students (F/M: 405/203). Data were collected by using online Focus-Group discussions as a Qualitative method and electronic questionnaires (E-Questionnaire) as a Quantitative method. In both methods, students were asked to evaluate questions or statements focused on cognitive load and the advantages and disadvantages of DL. Moreover, in the E-Questionnaire, the integration of technology into dental education was evaluated by the Tendency Scale for Technology Use in Class (TSTUC).

**Results:** Two subtopics, namely "Technology Use" and "Motivation and Technology" were defined for the TSTUC scale in the Factor Analysis. Elevated scores were observed in dental students' responses, whose professional improvements regarding "Internalizing the professional environment" (4.214±0.630 vs 3.991±0.766) and "Critical thinking" (4.026±0.683 vs 3.667±0.891) were positively affected by DL (p<0.05). During the focus-group discussions, "Difficulties in the Understanding of the Course Content", "Inability to Relate Theoretical Knowledge with Practice", and "Insufficient Interactions between the Students and Lecturers" were defined to be the main problems regarding DL.

**Conclusions:** Future DL strategies should be taken into account, considering the constraints of DL for dentistry students' professional development. Moreover, the TSTUC scale was found to be a valid and reliable tool to evaluate the implementation of DL for dental students' education.

**Keywords:** Dental student, Dental education, Distance learning.

### Corresponding Author

Okan Cem Kitapçı (✉)  
okancm@yahoo.com

### Article History

Submitted 16.08.2024

Revised 27.12.2024

Accepted 29.12.2024

Published 30.04.2025

**How to cite this article:** Kalender H, Akmansoy ŞC, Özyurt M, Beyhan TE, Aksoy B, Çandereli ZÖ, Şişman-Kitapçı N, Polat-Akmansoy B, Kitapçı OC, Sırma NS, Karaçaylı Ü, Yay M, Buchanan JAG, Fortune F, Kulak-Özkan Y, Mumcu G. Quantitative and Qualitative Analysis of Distance Learning in Dental Education During COVID-19 Outbreak. *European Journal of Research in Dentistry*, 2025;9(1): 9-17. DOI: <http://dx.doi.org/10.29228/erd.87>



Content of this journal is licensed under a Creative Commons  
Attribution-NonCommercial 4.0 International License.

**ÖZ**

**Amaç:** Bu çalışmanın amacı, COVID-19 pandemisi sebebiyle uygulanan uzaktan eğitimin lisans dış hekimliği eğitime etkilerini kantitatif ve kalitatif yöntemlerle değerlendirmektir.

**Gereç ve Yöntemler:** Bu kesitsel çalışmaya 608 diş hekimliği öğrencisi (K/E: 405/203) dâhil edilmiştir. Veriler, kalitatif yöntem kullanılarak odak grup görüşmeleri ve kantitatif yöntem kullanılarak e-anket aracılığıyla elde edilmiştir. Her iki yöntemde de öğrencilere uzaktan eğitimin avantajları, dezavantajları ve uzaktan eğitimde bilişsel yük ile ilgili sorular sorulmuştur. Ayrıca, e-anket formunda diş hekimliği eğitime teknolojinin entegre edilmesini değerlendirmek için “Derste Teknoloji Kullanımına Yönelik Eğilim Ölçeği (DTKEÖ)” kullanılmıştır.

**Bulgular:** Faktör analizinde “Teknoloji Kullanımı” ile “Motivasyon ve Teknoloji” boyutları tanımlanmıştır. UE’de “Mesleki ortamı içselleştirme (4,214±0,630 vs 3,991±0,766)” ve “Eleştirel düşünme (4,026±0,683 vs 3,667±0,891)” açısından mesleki gelişimlerinin olumlu yönde etkilendiğini düşünen diş hekimliği öğrencilerinde ölçeğin her iki alt boyutuna ait puanların daha yüksek olduğu gözlenmiştir (p<0,05). Odak grup görüşmelerinde belirtilen başlıca sorunlar; ders içeriğini anlamada güçlükler, teorik bilginin klinik uygulama ile ilişkilendirilememesi, öğrenci ve öğretim üyesi etkileşiminin yetersizliğidir.

**Sonuç:** Gelecekteki olası global düzeydeki acil durumlar için uzaktan eğitimin avantajları ve sınırlılıklarının yanı sıra diş hekimliği öğrencilerinin ihtiyaçları da göz önünde bulundurulmalıdır. Bununla birlikte DTKEÖ, diş hekimliğinde uzaktan eğitimin değerlendirilmesinde kullanılabilecek geçerli ve güvenilir bir ölçektir.

**Anahtar Kelimeler:** Diş hekimliği öğrencisi, Diş hekimliği eğitimi, Uzaktan öğrenim.

**INTRODUCTION**

Educational activities were adversely affected by the quarantine and social isolation due to the COVID-19 pandemic (Amir et al., 2020; Chang et al., 2021; Clemente et al., 2021; Schlenz et al., 2020; Silva et al., 2021). Although theoretical, pre-clinical and clinical training are fundamental elements of dental education, dentistry schools should be required to modify their standard curriculum to cope with interruptions during the prevalence of coronavirus disease (Loch et al., 2021; Schlenz et al., 2020; Silva et al., 2021; Wang et al., 2021). Commenting on this point, the World Economic Forum (WEF) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) declared that integrating technology into education is vital for the future (UNESCO, 2020).

Distance learning (DL) as a technology-based education method is regarded as an option for dental education at universities to manage global health risks (Abbasi et al., 2020; Amir et al., 2020; Chang et al., 2021; Dost et al., 2020; Moazami et al., 2014; Schlenz et al., 2020; Silva et al., 2021; Varoni et al., 2022; Wang et al., 2021). While preclinical training and the theoretical courses were converted into a DL platform to continue dental education at the beginning of the pandemic, emergency cases were only treated in dental clinics to limit interaction among dental students, lecturers, and patients during the pandemic (Amir et al., 2020; Herr et al., 2021; Schlenz et al., 2020; Silva et al., 2021). These structural changes significantly impacted the educational activities and professional development of dental students (Chang et al., 2021; Cidral et al., 2018; Mahlangu, 2018; Nortvig et al., 2018; Rohayani et al., 2015; Wei & Chou, 2020).

The success of DL hinges on several crucial factors: The quality of the course content, effective course design, well-defined assessment and evaluation procedures, the lecturers' experience with online teaching, the functionalities of the chosen educational platform, and internet connection stability. Furthermore, the lack of technological readiness of higher educational institutions

themselves presents a major hurdle in developing and implementing online versions of courses, particularly during unforeseen circumstances like the COVID-19 outbreak (Samra et al., 2021).

Although technology-based education provides opportunities for the professional development of students (Samra et al., 2021; Wang et al., 2021), virtual environments cause some difficulties for the practical training of dentistry (Costa et al., 2022; Mahlangu, 2018).

Assessment and evaluation are other challenging issues for both students and lecturers in DL (Almeida & Monteiro, 2021).

One of the greatest challenges in developing and implementing online course versions at higher education institutions during the COVID-19 pandemic was the technological (un)preparedness of these institutions. In addition to the institutional factors, student readiness is essential for an effective DL experience. Student readiness and preparedness include factors like learner control, online communication skills, self-directed learning skills, and motivation for learning, all of which contribute to a student's academic development in a DL environment. In this context, effective time management, effective communication skills, and technical competence are critical for students to succeed in online learning (Ali, 2020; Chung et al., 2020; Estriegana et al., 2019; Horzum et al., 2015; Rohayani et al., 2015; Yilmaz, 2017).

When the risks embodied in future national or global emergencies are considered, DL could be a vital method of learning for students in health sciences (Chang et al., 2021). Organizational, technical, and behavioral challenges should also be taken into consideration for the assessment of readiness in distance education (Mosa et al., 2016).

Therefore, the aim of this study was to analyse feedback about the dental students' perspectives regarding DL by using both Quantitative and Qualitative methods in the COVID-19 outbreak and to find clues about alertness for possible future national or global emergencies.

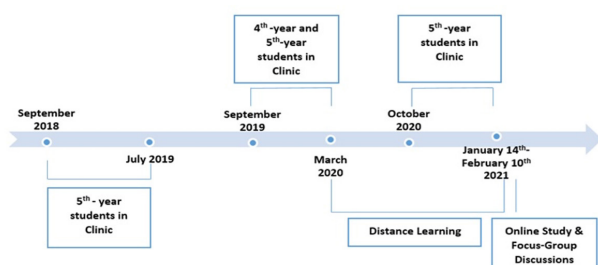
## MATERIALS AND METHODS

This cross-sectional study was carried out at the Dentistry School of Marmara University, located in Istanbul, Turkey. Data were collected by both Qualitative and Quantitative research methods during the study.

E-questionnaire and online focus group discussions were conducted to obtain data. Ethics approval for the study was obtained from the Ethical Committee of Marmara University Medical School (09.2020.1292) and the study was conducted according to the principles of the Declaration of Helsinki. Students approved to participate in the study protocol voluntarily.

### Dental Education During COVID-19 Outbreak

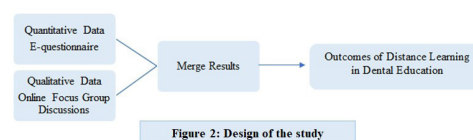
Due to the outbreak, theoretical and practical educational activities were suspended as of March 2020 for pre-clinical and clinical students. All courses were immediately moved to the DL platform provided by the university. Six months after performing DL for all the students, the dentistry school was only opened for the fifth-year students in October 2020 in order to enable them to continue their practical training. While the study was being conducted, the total period of clinical experience of the clinical group was 6 months for the 4<sup>th</sup>-year students (September 2019-March 2020) and 19 months for the 5<sup>th</sup>-year students (September 2018-July 2019; September 2019-March 2020; October 2020-January 2021) (Fig. 1). Five online focus-group interviews with dentistry students and online surveys were conducted at the end of the fall semester in 2021 (from January 14, 2021 to February 10, 2021).



**Figure 1:** Students' Clinical Experiences While Participating In the Online Survey

### Study Design

Both Qualitative and Quantitative methods were applied to assess the effectiveness of DL during the COVID-19 pandemic. Focus-group discussions were carried out with dental students as a Qualitative method, and as a Quantitative method, Electronic-questionnaire (E-questionnaire) surveys, which included information about the participants' feedback on DL and the Tendency Scale for Technology Use in Class with DL during the COVID-19 outbreak were used. Information obtained from both methods was collected and interpreted together (Fig. 2).



**Figure 2.** Design of the study

### Qualitative Method

Qualitative data were collected by Focus-Group discussions. Ten students from each grade were randomly selected. Five online meetings were performed with fifty students (F/M:25/25). The duration of the Focus-Group discussions was at least one hour. Firstly, open-ended questions were asked about DL. Then, data were transcribed as verbatim. Data that focused on group discussions were analyzed via content analysis, through which the main themes and sub-themes were detected by defining thematic units (De Wever et al., 2006) (Table 1).

**Table 1.** The Qualitative Results of DL related to Professional Development

<b>Main Theme: Cognitive Load: Students had to put more effort into learning due to the changes in the learning process.</b>
Sub-themes were as follows:
Unavailability learning by doing
Easily forgetting what was learned theoretically
Limitations in the video-based courses
Elevated anxiety level due to lack of clinical competence and self-confidence
Problems related with measurement and evaluation methods
<b>Student-Content Interaction, Student-Lecturer Interaction and Student-Student Interaction</b>
Sub-themes were as follows:
Insufficient method for some courses such as Endodontics and Radiology.
Lack of peer support in learning
Lack of synchronization between question and answer sections
Feeling stressed while writing questions in the chat section
Feeling anxious due to lack of clinical competency
Slow improvement in clinical competency due to high levels of anxiety and insufficient clinical performance during DL
<b>Main Theme: Attendance to Courses in DL Platform</b>
Sub-themes as follows:
Lack of motivation to participate courses via camera and microphone at home
Technical problems faced while connecting to the internet, sharing the internet with other family members, poor internet connection to open slides during online courses

Questions in Focus-Group Discussions were designed according to topics such as "Increase in Cognitive Load", "Advantages of DL", "Feeling uneasy Participating in DL with a Camera and Audio on the DL Platform", "Feeling Uneasy While Sharing His/Her Name on the Chat Screen in the DL Platform", "Concerns About Logging into the DL Platform From a Computer Opened to Public Use", "Feeling Uneasy While Logging into the DL Platform From a Computer Open to Public Use due to Information Security", "Providing Sufficient Guidance for The Improvement of Professional Competency in DL", "Learning Performance with Video-Based Courses (Asynchronous)", "Technical Problems with the Internet Connection".

## Quantitative Method

In this part of the study, 608 dental students (F/M: 405/203, mean age: 21.64±2.07 years) were included. Data were collected by using E-questionnaire about the DL process during the COVID-19 outbreak. The E-questionnaire covered the profile of the students, DL-related factors, technological skills (10-mm visual analog scale; 1:very bad-10:very good), satisfaction with the DL (10-mm visual analog scale; 1:I am not satisfied - 10:I am very satisfied), the effect of internet connection speed on lecture attendance (10-mm visual analog scale; 1:none - 10:very much), opinions related to technology use in lectures were assessed with the Tendency Scale for Technology Use in Class (TSTUC) (Günüç & Kuzu, 2014) and questions regarding the effects of DL on the professional development of students.

The effects of DL on “Self-confidence”, “Crisis management”, “Professional competencies”, “Internalizing the profession”, “Critical thinking skill”, “Motivation”, “Anxiety level”, “Communication between student-student and student-instructor”, “Content interaction” were assessed as “increased”, “neutral” and “decreased”. The most important advantages and disadvantages of DL were also assessed by open-ended questions.

### Tendency Scale for Technology Use in Class

Items in Tendency Scale for Technology Use in Class (TSTUC), assessed technology use in class during the instructional activities as well as students’ out-of-class communication with the lecturers and students’ fulfillment of task-related responsibilities (e.g. homework, research, project, etc.). Items were rated through a 5-point Likert scale (from 1: strongly disagree to 5: strongly agree). The Turkish version of the validated scale (Ayyıldız et al., 2022; Günüç & Kuzu, 2014) was used in the study.

### Statistical Analysis

The TSTUC scale was also validated for dental students. An explanatory factor analysis was carried out to check the *Construct validity* of the scale. Sixteen items were classified into two subgroups regarding *Technology Use* (n:5; 23.36%; Cronbach’s alpha value: 0.782) and *Motivation and Technology* (n:11; 42.71%; Cronbach-alpha value: 0.957) (Table 1). Items regarding “Internalizing the professional environment” and “Critical thinking” (increased vs neutral/decreased) as outcomes of DL were used to check the *Content validity* of the scale. Data were analyzed by using the Mann-Whitney U Test (SPSS 28.0 statistical program, Chicago, IL, USA). In this study, a p-value of ≤0.05 was considered statistically significant.

## RESULTS

### Qualitative Data - Focus-Group Discussions

As a result of online focus group discussions with 50 students from 1<sup>st</sup> to 5<sup>th</sup> grades, the main themes were determined as High Cognitive Load, Disadvantages and Advantages of DL (Table 1). The main themes were subdivided as follows: Cognitive load, student-content interaction, student-lecturer interaction, and student-student interaction.

- The main reasons for **High Cognitive Load of DL** were stated as follows: “Decrease in learning motivation and professional confidence”, “Increase in the anxiety level”, and “Difficulties to understand the course content and relating theoretical knowledge with practice”.
- **The Disadvantages of DL** were associated with insufficient interactions among students, the lecturer, and the course content as well as problems in grading students’ performance, unreliable internet connections, limited broadband data and access to the education platform.
- The main **Advantages of DL** were stated as the opportunity to re-access the course content, a convenient learning environment and flexibility to access the course anywhere.

According to the participant students, the other factors affecting cognitive load were stated as *ICT-related problems (Information and Communication Technologies)*, *inadequate communication with the lecturer and the students’ inability to get peer support from each other*. For ICT-related problems, *poor internet access and inability to open the slides during the online course* were mentioned. As factors that prevented students from interacting with the instructor on the distance education platform, the following points were noted: *Difficulties in time management due to the flexible timing of the course programs, difficulty in focusing on the lecture due to the camera and audio participation and intrusion of privacy in the home environment when the camera/audio was switched on*. While communicating with the lecturer, *the lack of synchronization between the question and answer on the online education platform and the pressure on the student to write the questions in the chat section* was noted as hurdles that negatively affected learning and effective communication with the lecturer responsible for the course (Table 1).

**Table 1.** The Qualitative Results of DL related to Professional Development

Main Theme: Cognitive Load: Students had to put more effort into learning due to the changes in the learning process.
Sub-themes were as follows:
Unavailability learning by doing
Easily forgetting what was learned theoretically
Limitations in the video-based courses
Elevated anxiety level due to lack of clinical competence and self-confidence
Problems related with measurement and evaluation methods
Student-Content Interaction, Student-Lecturer Interaction and Student-Student Interaction
Sub-themes were as follows:
Insufficient method for some courses such as Endodontics and Radiology.
Lack of peer support in learning
Lack of synchronization between question and answer sections
Feeling stressed while writing questions in the chat section
Feeling anxious due to lack of clinical competency
Slow improvement in clinical competency due to high levels of anxiety and insufficient clinical performance during DL
Main Theme: Attendance to Courses in DL Platform
Sub-themes as follows:
Lack of motivation to participate courses via camera and microphone at home
Technical problems faced while connecting to the internet, sharing the internet with other family members, poor internet connection to open slides during online courses

### Quantitative Data - Tendency Scale for Technology Usage in Class (TSTUC)

In this part of the study, E-questionnaires were filled out by 608 dental students. In TSTUC, the mean scores were calculated as  $3.845 \pm 0.639$  in the “*Technology Use*” subgroup and  $3.401 \pm 0.826$  in the “*Motivation and Technology*” subgroup (Table 2).

**Table 2.** The Factor Analysis of Tendency Scale for Technology Use in Class (TSTUC) during Distance Learning in COVID-19 Outbreak

Tendency Scale for Technology Use in Class	Factor Loads	Variance	Mean	SD
Technology Use (n=5 $\alpha=0.782$ )		23.36%	3.845	0.639
1. I want technology to be used more in classes.	0.507			
2. Using technology facilitates to do my course-related responsibilities/ assignments.	0.683			
3. I like communicating with faculty members via the Internet.	0.678			
4. I want new/different technologies to be used in classes.	0.678			
5. I like sharing documents with my classmates via the Internet.	0.684			

Motivation and Technology (n=11 $\alpha=0.957$ )		42.71%	3.401	0.826
1. I am more active in classes which involve technology use.	0.848			
2. I am more willing to attend classes which involve technology use.	0.846			
3. I attend classes more often which involve technology use.	0.844			
4. I follow/listen to lectures better which involve technology use.	0.828			
5. I am better prepared for classes which involve technology use.	0.793			
6. Technology use in classes increases my motivation.	0.766			
7. I enjoy learning with technology.	0.696			
8. I would like technology to be used in all classes.	0.684			
9. I learn better in classes which involve technology use.	0.680			
10. I give more importance to classes which involve technology use.	0.679			
11. Classes involving technology use are more entertaining.	0.592			
Total: 66.07%				0.730

Higher sub-dimensions of TSTUC were determined on *Technology Use*. Motivation and Technology were identified among the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> grade undergraduate dental students who thought that DL increases the internalization of the professional environment and critical thinking. Elevated scores were observed with dental students whose professional improvements regarding “*Internalizing the professional environment*” ( $4.214 \pm 0.630$  vs  $3.991 \pm 0.766$ )” and “*Critical thinking*” ( $4.026 \pm 0.683$  vs  $3.667 \pm 0.891$ )” were positively affected by DL ( $p < 0.05$ ). The lowest scores were given to the items regarding “*DL increased Motivation*”, “*DL increased Student-Course Content Interaction*”, and “*DL increased Student-Lecturer Interaction*” by the first-year students, in contrast to the upper-class students ( $p < 0.05$ ) (Table 3).

**Table 3.** The Quantitative Results of The Effect of Distance Learning on Professional Development as a Content Validity and Sub-Group Scores of the Scale of Technology Usage Tendency in Class (TSTUC)

Technology Use-Subgroup							Motivation and Technology-Subgroup						
		Internalizing the Professional Environment			Critical Thinking			Internalizing the Professional Environment			Critical Thinking		
		Increased	Neutral/Decreased	p*	Increased	Neutral/Decreased	p*	Increased	Neutral/Decreased	p*	Increased	Neutral/Decreased	p*
1 <sup>st</sup> phase (n=114)	Mean	3.700	3.651	0.593	3.786	3.609	0.106	3.424	3.108	0.104	3.336	3.072	0.079
	SD	0.629	0.671		0.757	0.626		1.011	0.745		0.952	0.700	
2 <sup>nd</sup> phase (n=128)	Mean	4.060	3.655	0.001	3.910	3.615	0.002	3.806	3.188	0.001	3.606	3.109	0.000
	SD	0.659	0.545		0.694	0.478		0.736	0.773		0.877	0.687	
3 <sup>rd</sup> phase (n=111)	Mean	4.168	3.813	0.035	4.055	3.786	0.020	3.995	3.294	0.001	3.691	3.281	0.011
	SD	0.700	0.573		0.560	0.614		0.778	0.803		0.734	0.857	
4 <sup>th</sup> phase (n=123)	Mean	4.552	3.713	0.000	4.109	3.716	0.002	4.311	3.236	0.000	3.737	3.242	0.002
	SD	0.455	0.657		0.737	0.644		0.655	0.846		1.027	0.747	
5 <sup>th</sup> phase (n=132)	Mean	4.390	4.032	0.007	4.281	4.024	0.016	4.204	3.604	0.000	3.946	3.615	0.018
	SD	0.442	0.555		0.747	0.681		0.507	0.703		0.747	0.681	
All students (n=608)	Mean	4.214	3.776	0.000	4.026	3.762	0.000	3.991	3.292	0.000	3.667	3.279	0.000
	SD	0.630	0.617		0.683	0.600		0.766	0.790		0.891	0.765	

\* Mann-Whitney U test was used.

## DISCUSSION

While DL was recognized as an appropriate approach for colleges and universities during the COVID-19 pandemic (Cobanoglu & Cobanoglu, 2021; Wei & Chou, 2020), web-based distance education for dentistry was considered to be a challenging idea because hands-on training is vital for dentistry students to gain practice (Haroon et al., 2020). Regarding this point, the study aimed to analyse the feedbacks of dental students on the application of DL during the COVID-19 outbreak by using both Quantitative and Qualitative methods and to find clues for an applicable dental education model in potential global or local emergencies.

In the qualitative phase of the study, the students stated that problems regarding Evaluation and Assessment were critical, as also mentioned previously in the literature (Kaya & Tan, 2014). In this respect, it would be advisable to use both formative and summative program evaluations during the DL process. Depending on the course requirements of the departments, alternative methods of assessment and evaluation, such as assignments and projects, could be used instead of midterms and final exams. Another issue to be considered was whether exams should be held face-to-face or online (Bilgiç & Tuzun, 2020). Effective and efficient assessment and evaluation processes in distance education could be provided with a well-functioning distance education system infrastructure. Besides that, orientation programs for the efficient use of distance education platforms by both the students and lecturers are essential.

It is noteworthy to emphasize that an extended interruption of practical training will probably have a negative effect on dental students' clinical competence

and self-confidence. (Carolina Loch et al., 2021). Clinical training in dentistry can not be entirely replaced by online classes (Wang et al., 2021). Students are at the center of the education system in higher education, so especially in dentistry, professional competency and the quality of health care provided in the clinics where students are being trained are crucial aspects of clinical training. In addition, a student's anxiety directly affects perceived knowledge improvement and cognitive load (Tzafilkou et al., 2021), which can only be overcome by regular hands-on practice.

The qualitative phase of the study sheds light on clues for future dental education models in case of global or local emergencies. The participating students declared that cognitive load was quite cumbersome for them during the DL process. They generally agreed that courses such as Endodontics and Radiology were not suitable for DL. At this point, it can be deduced that a lack of professional self-confidence related to clinical practice affects their cognitive burden (Ilić et al.). Therefore, lecturers and course designers should carefully devise online courses addressing the needs and concerns of the students by avoiding the use of unnecessarily rich media that might cause cognitive overload for students (Iturbe-LaGrave, 2020; Tzafilkou et al., 2021).

According to the quantitative results of the study, elevated scores for the topics "Technology Use" and "Motivation and Technology" were obtained from the responses of dental students, whose professional improvements regarding "Internalizing the professional environment" ( $4.214 \pm 0.630$  vs  $3.991 \pm 0.766$ ) and "Critical thinking" ( $4.026 \pm 0.683$  vs  $3.667 \pm 0.891$ ) were positively affected by DL ( $p < 0.05$ ). As predicted, the lowest scores given to the

items regarding “DL increased Motivation”, “DL increased Student-Course Content Interaction”, and “DL increased Student-Lecturer Interaction” were noted in the first-year students’ responses in contrast to the others. DL is not a substitute for actual clinical experience, as we all know (Sharka et al., 2020). However, this pandemic also revealed several other areas that could shape hybrid dentistry education in the future. New technology tools are currently being used in dentistry education to help students become more competent professionals. (Chang et al., 2021). When sufficiently improved, made accessible, and portable, haptic and virtual reality (VR) and augmented reality (AR) technologies will be able to mimic patient encounters and aid in the virtual continuity of clinical education and assessment during crises (Alkadi, 2021; Elangovan et al., 2020). Simulation exercises are one of the safest forms of clinical skills practice without the need for physical presence in the clinical environment and direct contact with patients (Barabari & Moharamzadeh, 2020). Evidence-based simulation devices, accompanied by haptic technology, provide tactile feedback to enable the students to feel and touch the virtual teeth. In short, AR/VR technology is an effective supplementary teaching tool, which enables students to gain clinical experience without being in a clinical environment (Haroon et al., 2020). On the other hand, oral radiology teaching includes theoretical and practical classes with image interpretations and radiographic technique performances. Despite this, ensuring the attention and effective involvement of the students, concerning practical activities of radiological interpretation and endodontics is vital for the quality of dental treatments (Ivanka & Teodor, 2023; Pontual et al., 2020; Qualtrough, 2014). In this age of technology, even a mobile phone app’s design could include a variety of real-world clinical examples to help dentistry students strengthen their critical thinking skills in order to plan prosthodontic rehabilitation and identify endodontic problems. (Deshpande et al., 2017). The learning platforms can also offer the possibility of case-based discussions. Besides chat discussions, live discussions can also be held while sharing clinical, imaging and/or histopathological images. Case-based discussions can also be performed using social media (Machado et al., 2020).

The results of the TSTUC could be used as clues for the professional development of undergraduate dental students to combat the limitations of DL. In addition, the TSTUC scale was also found to be a reliable tool to evaluate DL. The first-grade undergraduate dentistry students declared in the study that process management in distance education could be a challenge for them. Therefore, orientation programs should be provided for the specific needs of first-year dentistry students in the case of DL.

The main strength of the study was to use both quantitative and qualitative methods with a large student sample. Yet, data were collected from a single center. Therefore, it is recommended that future studies be designed to contain both public and private dentistry schools. In addition, the lecturers’ and curriculum designers’ perspectives could be taken into consideration for dental hybrid education in

the future because an integrated approach is crucial for the success of a DL - centered approach.

## CONCLUSION

Consequently, the limitations of DL for the professional development of dental students as well as effective methods for integrating technology into education should be the major considerations in devising plans for DL in case of national or global emergencies. As an end note, the TSTUC scale was found to be a valid and reliable tool to evaluate the feasibility/practicality of DL in dentistry education.

## CONFLICTS OF INTEREST STATEMENT

The authors have no conflicts of interest to declare that are relevant to the content of this article.

## REFERENCES

1. Abbasi MS, Ahmed N, Sajjad B, Alshahrani A, Saeed S, Sarfaraz S, Alhamdan RS, Vohra F, Abduljabbar T. E-Learning perception and satisfaction among health sciences students amid the COVID-19 pandemic. *Work*. 2020;67(3):549-56.
2. Ali W. Online and remote learning in higher education institutes: A necessity in light of COVID-19 pandemic. *HES*. 2020;10(3):16-25.
3. Alkadi L. Dental education in the COVID-19 era: Challenges, solutions and opportunities. *The Open Dent. J*. 2021;15(1).
4. Almeida F, Monteiro J. Challenges of assessing and evaluating the students at distance. *JOHE*. 2021;5(1):3-10.
5. Amir LR, Tanti I, Maharani DA, Wimardhani YS, Julia V, Sulijaya B, Puspitawati R. Student perspective of classroom and distance learning during COVID-19 pandemic in the undergraduate dental study program Universitas Indonesia. *BMC Med. Educ*. 2020;20(1):392-399.
6. Ayyıldız S, Çandereli ZÖ, Kılıç-Aksu P, Çatar RÖ, Kitapçı OC, Şişman-Kitapçı N, Köksal L, Demirgöz-Bal M, Mumcu G. Assessment of students’ anxiety level and technology readiness in a simulation-based obstetrics training. *HUHEMFAD*. 2022;9(3):264-73.
7. Barabari P, Moharamzadeh K. Novel coronavirus (COVID-19) and dentistry-A comprehensive review of literature. *Dentistry Journal*. 2020;8(2):53.
8. Bilgiç HG, Tuzun H. Issues and challenges with web-based distance education programs in Turkish higher education institutes. *TOJDE*. 2020;21(1):143-64.
9. Chang TY, Hong G, Paganelli C, Phantumvanit P, Chang WJ, Shieh YS, Hsu ML. Innovation of dental education during COVID-19 pandemic. *JDS*. 2021;16(1):15-20.
10. Chung E, Subramaniam G, Dass LC. Online learning readiness among university students in Malaysia amidst COVID-19. *AJUE*. 2020;16(2):46-58.

11. Cidral WA, Oliveira T, Di Felice M, Aparicio M. E-learning success determinants: Brazilian empirical study. *Comput. Educ.* 2018;122:273-90.
12. Clemente MP, Moreira A, Pinto JC, Amarante JM, Mendes J. The challenge of dental education after COVID-19 pandemic - present and future innovation study design. *Inquiry.* 2021;58:1-8.
13. Cobanoglu AA, Cobanoglu I. Do Turkish student teachers feel ready for online learning in post-covid times? A study of online learning readiness. *TOJD.* 2021;22(3):270-80.
14. Costa ED, Brasil DM, Santaella GM, Cascante-Sequeira D, Ludovichetti FS, Freitas DQ. Impact of COVID-19 pandemic on dental education: perception of professors and students. *Odvotos-Int. J. Dent. Sc.* 2022;24(1):122-33.
15. De Wever B, Schellens T, Valcke M, Van Keer H. Content analysis schemes to analyze transcripts of online asynchronous discussion groups: A review. *Comput. Educ.* 2006;46(1):6-28.
16. Deshpande S, Chahande J, Rathi A. Mobile learning app: A novel method to teach clinical decision making in prosthodontics. *Educ. Health.* 2017;30(1):31-4.
17. Dost S, Hossain A, Shehab M, Abdelwahed A, Al-Nusair L. Perceptions of medical students towards online teaching during the COVID-19 pandemic: a national cross-sectional survey of 2721 UK medical students. *BMJ Open.* 2020;10(11):1-10
18. Elangovan S, Mahrous A, Marchini L. Disruptions during a pandemic: Gaps identified and lessons learned. *J. Dent. Educ.* 2020;84(11):1270-4.
19. Estriegana R, Medina-Merodio J-A, Barchino R. Student acceptance of virtual laboratory and practical work: An extension of the technology acceptance model. *Comput. Educ.* 2019;135:1-14.
20. Güniç S, Kuzu A. Tendency scale for technology use in class: Development, reliability and validity. *EKU.* 2014;10(4):863-84.
21. Haroon Z, Azad AA, Sharif M, Aslam A, Arshad K, Rafiq S. COVID-19 era: Challenges and solutions in dental education. *J Coll Physicians Surg Pak.* 2020;30(10):129-31.
22. Herr L, Jih MK, Shin J, Chae YK, Lee HS, Choi SC, Nam OH. The perspective of undergraduate dental students on web-based learning in pediatric dentistry during the COVID-19 pandemic: a Korean multicenter cross-sectional survey. *BMC Med Educ.* 2021;21(1):505-513.
23. Horzum MB, Kaymak ZD, Gungoren OC. Structural equation modeling towards online learning readiness, academic motivations, and perceived learning. *JESTP.* 2015;15(3):759-770.
24. Ilić J, Radović K, Savić-Stanković T, Popovac A. The effect of COVID-19 pandemic on final year dental students' self-confidence level in performing clinical procedures. *PlosOne.* 2021; 6: e0257359.
25. Iturbe-LaGrave V. Teaching Through a Pandemic: Cognitive Load, Mental Health and Learning Under Stress. Denver: Office of Teaching&Learning; 2020. [cited 07.01.2023]. Available from: <https://otl.du.edu/teaching-through-a-pandemic-cognitive-load-mental-health-and-learning-under-stress/>
26. Ivanka DV & Teodor YV. Effect of e-learning and Covid 19 on the quality of practical endodontic treatment by final year students. *IJODM.* 2023;1(1):1-4.
27. Kaya Z, Tan S. New trends of measurement and assessment in distance education. *TOJDE.* 2014;15(1):206-17.
28. Loch C, Kuan IB, Elsalem L, Schwass D, Brunton PA, Jum'ah A. COVID-19 and dental clinical practice: Students and clinical staff perceptions of health risks and educational impact. *JDE.* 2021;85(1):44-52.
29. Machado RA, Bonan PRF, Perez Dedc, Martelli H. COVID-19 pandemic and the impact on dental education: Discussing current and future perspectives. *Braz. Oral Res.* 2020;34:1-6.
30. Mahlangu VP. The Good, the Bad, and the Ugly of Distance Learning in Higher Education. Sinecen M, editors. *Trends in E-learning.* United Kingdom: InTech; 2018. p.17-29.
31. Moazami F, Bahrampour E, Azar MR, Jahedi F, Moattari M. Comparing two methods of education (virtual versus traditional) on learning of Iranian dental students: A post-test only design study. *BMC Med. Educ.* 2014;14(1):45-49.
32. Mosa AA, Mahrin MNrb, Ibrahim R. Technological aspects of e-learning readiness in higher education: A review of the literature. *Comput. Inf. Sci.* 2016;9(1):113-27.
33. Nortvig A-M, Petersen AK, Balle SH. A literature review of the factors influencing e-learning and blended learning in relation to learning outcome, student satisfaction and engagement. *EJEL.* 2018;16(1):46-55.
34. Pontual MLA, do Nascimento EHL, da Cruz Perez DE, Pontual AA, Ramos-Perez FM. Challenges in oral radiology teaching during COVID-19 pandemic. *DMFR.* 2020;49(5):20200178.
35. Qualtrough A. Undergraduate endodontic education: what are the challenges? *BDJ.* 2014;216(6):361-4.
36. Rohayani AHH, Kurniabudi, Sharipuddin. A literature review: Readiness factors to measuring e-learning readiness in higher education. *Procedia Computer Science.* 2015;59:230-4.
37. Samra RK, Nirola A, Verma A, Nagpal A, Thakur M. Dental students' perception on the impact of e-learning in continuing dental education during the current pandemic scenario. *IJDS.* 2021;13(2):61.
38. Schlenz MA, Schmidt A, Wöstmann B, Krämer N, Schulz-Weidner N. Students' and lecturers' perspective on the implementation of online learning in dental education due to SARS-CoV-2 (COVID-19): a cross-sectional study. *BMC Med. Educ.* 2020;20(1):354-360.
39. Sharka R, Abed H, Dziedzic A. Can undergraduate dental education be online and virtual during the COVID-19 era? Clinical training as a crucial element of practical competencies. *MedEdPublish.* 2020;9:215-222.
40. Silva PGB, de Oliveira CAL, Borges MMF, Moreira DM, Alencar PNB, Avelar RL, Bitu Sousa RMR, Sousa FB. Distance learning during social seclusion by COVID-19: Improving the quality of life of undergraduate dentistry students. *Eur J Dent Educ.* 2021;25(1):124-34.
41. Tzafilkou K, Perifanou M, Economides AA. Negative emotions, cognitive load, acceptance, and self-perceived learning outcome in emergency remote

- education during COVID-19. *Education and Information Technologies*. 2021;26(6):7497-521.
42. UNESCO. [cited 07.01.2023]. Available from: <https://www.weforum.org/agenda/2020/04/coronavirus-education-global-covid19-online-digital-learning/>. 2020.
43. Varoni EM, Sardella A, Lodi G, Iriti M, Carrassi A. COVID-19 and dental education: The experience of the dental school from the University of Milan. *Med. Sci. Edu*. 2022;32(2):539-44.
44. Wang K, Zhang L, Ye L. A nationwide survey of online teaching strategies in dental education in China. *JDE*. 2021;85(2):128-34.
45. Wei H-C, Chou C. Online learning performance and satisfaction: do perceptions and readiness matter? *Distance Education*. 2020;41(1):48-69.
46. Yilmaz R. Exploring the role of e-learning readiness on student satisfaction and motivation in flipped classroom. *Comput. Hum. Behav*. 2017;70:251-60.
47. Yilmaz EO & Toker T. Analysing the effects of assessment and evaluation applications and exam formats in distance education. *IJPES*. 2022;9(1):165-176.