The Impact of the Virtual Programs in Promoting English Language Learning in the Context of Middle East College

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Abstract

 Over the last decades, individual and groups were extremely using face to face strategy to attain a native language and make advising associated with English language learning as there were a few applications of the online platforms incorporating in some enterprises, including pedagogic institutions. In this status quo, there is the rapid implementation of these programs, especially during the outbreak of Covid-19. Nowadays, many scholars affirmed the cooperation between virtual programs and language learning as they are overlapping and go hand in hand to cope with the immediate changes across the instructive institutions. This research will outline one of the fundamental topics, which is the role of an organizational platform to mitigate literacy and elevate the learner's language learning level. Initially, it will entirely answer the core questions in this paper: What is the virtual platform and its significance in the education field? Then, it will demonstrate a critical understanding of the significance of the online platform to promote English language learning on some contemporary theories. Later, a questionnaire will be disseminated to a group of General Foundation Program (GFP) students to collect their standpoint towards learning the English language through a virtual program. It will ultimately showcase an example of online learning applications, an initial move to a hypothesis where the two e-learning types, such as Microsoft Teams and Zoom are introduced, including a concise conversation the traits and weaknesses of each. Adding to that, the student's perspective towards these platforms in the context of English language learning.

Keywords: Covid-19, educational organization, English language learning, General Foundation Program learners, Microsoft Teams, online platforms, Kaizala

Introduction

Because of COVID-19 episodes around the world, the scholastic organizations have been upheld to altogether drop eye to eye educating including labs and other learning encounters as a relief step against the hazard presented via the Coronavirus (Mohmmed Khidhir, Nazeer& Vijayan, V. J, 2020). As needs are, different measurements via the advanced education suppliers have been started to actualize social separation systems, and web-based instructing is followed by quick educational plan change. The requirement for creative resolution for advanced instructive undertakings has quickened in the COVID-19 era. Since the learners faced obstacles to studying on campus, they found themselves were restricted with some legislations to study online and practice the social distance aspect, however, numerous applications have looked to extemporize with new advancements, for example, Zoom that refers to (Zoom, San Jose, California), Slack refers to (Slack Technologies, San Francisco, CA) as well. At our academic organization, which is the Middle East College, a composition of virtual programs, such as Microsoft Teams, and Zoom have encouraged proceeded with instructive association exercises. Microsoft Teams, certainly, was used by our pedagogic organization because of its simple interface, open outlets, communication stage. Also, its coordinated and safe cloud frameworks. This program has become a one-stop-search for the whole instructive requirements wherein a solitary program, it may share Power Point and other documents that are saved away in our association Intranet Site, which can be utilized during the online sessions. More importantly, it is used to manage some departmental meetings, and share our viewpoints and innovative thoughts to our head and colleagues simultaneously (Almarzooq, Lopes, & Kochar, 2020). This research paper will focus a debate on a vital topic that embedded in our everyday mission, which is the significance of the online learning application to elevate the student's English language learning in the context of the instructive organization. Additionally, there are multiple questions that will be clearly answered, some of which:

1) What is the notion of an online learning platform?
2) What are the major roles of online learning programs?
3) What are the students' standpoints towards the online learning programs?

Literature Review

The Notion of Virtual Learning Programme, and its Effectiveness

Virtual Learning Environment (VLE) shows the arrangement and education support through electronic mediums, and it, for the most part, integrates online applications that permit connection and correspondence among consumers. The VLE is progressively observed by Higher Education Institutions (HEIs) as a basic help to scholastic projects, just as the community-oriented condition. On the one hand, the HEIs are required to utilize the most recent headway in innovation to improve the Virtual Learning Environment. Tracking worldwide patterns, HEIs in the Sultanate of Oman contend to utilize VLE instruments using the most recent headways, for example, cloud computing. The cell phone's slow development just as the pervasive broadband Internet network will form the instructive services conveyance as reflected from Titcomb (2016), who expressed that sites become more visited by cell phones than by PCs desktop. Thus, this reality will help and upgrade community VLE. In spite of this, a few difficulties, for example, hazard, security and administration that postpone the cloud computing implementation procedure by HEIs or even forestall any kind of this use. In this manner, various factors, which encounter specialized,

hierarchical, ecological may be the best coordinated to upgrade and encourage the services of the organization (Al Hajri, 2020). The impact of VLE in the Middle East College learners has been observed in their performance as they showcased a good understanding of the course content. We discovered that most MEC students passed the course despite the threats they faced during their online study, such as low infrastructure, and availability of laptop some of the time. More importantly, it has been notable that these students scored average marks, and this indicates that they are able to adapt the new alterations happened in MEC environment. This implies that the VLE is an alternative approach to be utilized in the future if any immediate emergency occurs. As for Microsoft Teams, Jadara University, Jordan has used the system since the start of the pandemic late 2019. "In a constant effort to foster ICT literacies, Jadara University has launched several initiatives. The university has also developed some classrooms electronically concurrently, which may be regularly in the present and perhaps in some way asynchronously for those wishing to learn in the future." (Rababah, 2020). Rababah's study gives a wider view to how Jadara University approached the pandemic and VLE using Microsoft Teams and aimed to measure students attitudes towards it. Being a new application there hasn't been much research conducted on Kaizala, as this platform was newly introduced. "Kaizala extends beyond a communication function, collaboration and organizational productivity. Some of its unique features include the ability to : communicate with and manage an unlimited number of users, broadcast and collect information in a structured way through action cards and gather rich insights from data with built-in analytics." (Yani, 2019). Extended research on this platform is going to be needed in the near future alongside this study to bridge the notions behind it.

The Significance of Online Platforms to Elevate English Language
 The widespread smartphones employment of college students in different pieces of the globe shows that cell phones have become a significant component of their e-schedules. Likewise, by buying into boundless information plans, learners get access to the internet by utilizing fast Wi-Fi availability at home and on college grounds. The working frameworks improvement, for example, Symbian, IOS, Windows Mobile, and Android upgrades cell phone use in the current quo. Android specifically collects clients' enthusiasm because of the hundreds of Android arranged applications progression. In accordance with (Jadhav, Bhutkar, & Mehta, 2013), they viewed that the Internet accessibility by means of cell phones licenses students to investigate different programmes, for example, WhatsApp, Facebook, Skype, and GO SMS Pro (Alqahtani, Bhaskar, Vadakalur Elumalai, Abumelha, 2018). On the other hands, there are some traits incorporated in virtual learning programmes, such as:

Gives individualized learning chances to all English language preparing to learners
 Advanced innovation draws in understudies on such a significant number of levels. It is been realized that numerous understudies may, without much of a stretch, need inspiration to focus, whatever their age!. Within applications and multi-media innovation, learners may find their own learning specific manner that works for them. By giving devices and assets learning via different networks, learners would be more urged to learn (lsaboosi. n.d.).

The access to ELT learners
 Students and teachers with busy lives may get to online assets to help their learning at the button touch. Any place and at whatever point they pick and all in the configuration that best matches the students.

Voice recording and examination apparatuses
 Numerous English Training programs have an innovation that permits students to record their voices, permitting the educator to survey and investigate progress in the oral capability of the students.

Building up your English language capability by using online networking
 Great quality English Language projects would concentrate on the creating trust significance to learn English. Internet-based life is a significant advanced specialized instrument for some understudies, for together expert and social purposes that they are entirely agreeable, sure about utilizing as well. From offering thoughts to individual understudies to join discussions, and masterminding meets up with different learners in the English language mechanism, so their presentation of the English language would increment. Furthermore, vitally their certainty and capability in English would develop as well (Alsaboosi. n.d.).
By having the chance to connect utilizing innovation inside their language program, they would instinctively create abilities in various skills, such as: speaking, listening, writing, and reading - all expected to create a capability and trust in the English language
.
Students of ELT would create more extensive fundamental abilities
 In the cutting edge world, we live in, technology utilization may build up various different abilities that are basic for what is to come. From developing basic reasoning, authority abilities and growing greater relational abilities, the conceivable outcomes are huge.
Learners who are encouraged English utilizing innovation would likewise have the benefit of applying their new computerized information in various regions. Realizing how to utilize different online instruments, would bring them a bit of leeway in the activity market and adds more aptitudes to their portfolio (Alsaboosi. n.d.).
Furthermore, there're numerous methods that educators and other ELT experts profit via coordinating computerized innovation inside English language programmes.

Digital technologies can develop better
 Relationships between teacher and students
Giving learning assets and devices online may likewise assist instructors with improving their own educating conveyance. It may likewise keep understudies drew in, empowering instructors to get more opportunity to concentrate on those understudies who need more help (Alsaboosi. n.d.).

Preferences of compelling learning applications
 Progressively, learning stages are utilized to help the learning of students and assist deal with the middle system. The worker may undoubtedly keep tabs on understudy's development with the assistance of learning stages and offer a lot of help with the management of the study hall. It makes it simpler for educators to monitor their understudy's accomplishments as well and discover where improvement may be created, prior all the while – not toward the course ends!

Giving new business open doors for ELT suppliers
Building up a solid online part to supplement the customary study hall ELT model would open up new shops for organizations focusing on ELT understudies. This incorporates the youthful, and the individuals who are time poor, however, they might have great money related assets to put resources into their examinations! (Alsaboosi. n.d.).

Microsoft Teams Traits and Drawbacks:
Advantages of Microsoft Teams
Efficiency pickups and improved connection
The collaboration devices bread advertised in Microsoft 365 may frequently take off clients confused. Teams increments efficiency via creating all your cooperation– discussions, messages, online gatherings, shared records, assignments, and so on. Accessible in one only application and only one edge. In expansion to the broadly utilized applications from Microsoft, you have got a wide extend of third-party apps that coordinated into Teams so that your clients never ought to take off the Groups application to induce their task done.

Since Microsoft Teams is created via Microsoft from scratch without any bequest, it empowers a further communication advanced frame out of the box– with back for likes, gifs, emoticons, live connect sneak peaks, and so on, which improves your connection.

Superior center of your work

With Teams, you'll be able simpler center your consideration on job-related points and prioritize your time superior**.** Rather than investing time moving inside an inbox that consists of messages from everybody, approximately everything, Teams classifies data into frequencies and places your data in a setting. The channel as it were consist of discussions, gatherings, and records relevant to the particular channel subject. So rather than having sidetracked with irregular e-mail, or have wedged attempting to clear your inbox, you'll be able to center your important consideration and expend your constrained period on the canals where you really do your task.

Expanded transparency

A huge difficulty for numerous firms keeps everybody within the circle and makes everybody feel that they recognize what happens. With Teams, this gets to be quite simple. Not do you've got to stress approximately who to put on cc in an e-mail or who to welcome to an assembly. With this application, you post your message within the pertinent canal, @-specify the contact you need to induce informed and take off it for everybody else to peruse in case they won't, and by getting gatherings obvious to everybody within the canals, you increment straightforwardness by empowering everybody within the canal to appear.

Consistent move to an advanced work environment
There're so numerous commerce pros of moving to an advanced working environment within the cloud. Because Teams could be a completely cloud-based arrangement, the movement to the cloud is consistent. Being able to get data from any place on any gadget could be a huge commerce advantage. In expansion, along with your work environment within the cloud, you'll be able procure the enormous information benefits handling and the fake insights to perform more intelligent (Stroyals, 2019, January).

Modern team individuals may more rapidly get up to speed

In a spry work environment of today where ready to effectively source's ability from any place within the globe, having individuals rapidly up to speed is basic. With Teams, you'll be able to rapidly get unused team members up to speed and locked in within the cooperation – no issue where within the world they are found (Stroyals, 2019, January 17).

Disadvantages of Microsoft Teams
Utilizing Teams might adversely affect participation and investment, where understudies might watch recorded classes, surveys, and gatherings. We had seen that a few understudies miss meetings demonstrating that they will observe afterwards, as well as, neglect to finish. A Worker might double-check through singular understudies utilizing the LMS reports, yet it's likewise recommended that staff remember inquiries from the video inside the video itself, driving cooperation and responsibility by understudies. The numerous device might be utilized to achieve this undertaking, yet the one we have utilized is called H5P and is incorporated with the LMS through a module. Understudies aren't seeing the recordings, as well as, collaborating with them antagonistically influences learning. Likewise, one requires to recognize that not all understudies will approach innovation; in any case, Teams might undoubtedly be gotten to on cell phones in the event that one has the application, and most understudies will have a cell phone or tablet that might be utilized for access. It's significant that a few highlights, for example, altering, may be more vigorous in the work area form utilizing a PC or work area. Ultimately, recording a gathering or introduction on Teams might be to some degree lumbering as of now, despite the fact that this will likely alter as Microsoft is proceeding to redesign the item (Poston, Apostel, & Richardson, 2020).

Benefits and Drawbacks of Kaizala Application
Pros of Microsoft Kaizala
This application was explicitly intended to help proficiency in circulating organizations and those needing durable enormous gathering interchanges. Clients on Microsoft Kaizala might associate with their initial line labourers, distant workers and that is only the tip of the iceberg, any place they're utilizing a straightforward visit border. You might gather information from people or huge gatherings, see data about individuals outside of your association, and accumulate basic experiences from computerized records. The Microsoft Kaizala application Advantages contain:
Simpler working environment, coordination: In a work environment loaded with distant and in a hurry representative, Kaizala keeps it simpler to deal with your working environment. Organize regular errands with worked in activities that permit you to appoint employments, plan gatherings, and track execution. You might likewise manufacture custom "Activities" in light of your single trade wants with the Open API framework.

Accessible to everybody effectively: Microsoft Kaizala keeps it simpler to speak with huge gatherings of labourers inside and outside of your association. You may share photographs, recordings, message, archives and so on, with only several taps, and have input from your representatives and accomplices with reviews and surveys. Moreover, set up your clients is simple, and you need their telephone number only! (Carter, 2019).
Create information driven choices: With examination incorporated with its center, Microsoft Kaizala cause organizations to settle on more educated choices about the future regarding their

business. You may have robotized reports conveyed directly to your business heads that uphold you to investigate your group exhibition.

Admission Regulator and safety: The serious Kaizala Administration gateway guarantees that you have full oversight over your activities and information. Your administrators might control bunch enrolments, eliminate clients from bunches in a moment, and even distantly wipe information from outside gadgets (Carter, 2019).

Theoretic Perceptions of online platforms to Learn Language:
As a little something extra to Facebook, Twitter, and WhatsApp are rising on the web stage that encourages instructing and learning in study hall. Numerous online assets give steps to instructors worried about using online platforms as methods for educating. Furthermore, different articles are available on the home pages of the institution, individual online journals, and other general sites highlighting the benefits of using online applications in learning and educating by utilizing their exceptional angles like visit gatherings, sound, recordings, and designs. These highlights encourage constant correspondence among instructors and learners, permitting understudies to continue learning even past the classrooms.

These platforms' elite highlights propel learners to associate and compared in any language with anybody on the planet. By the by, the individual ought to have the comprehension and nature with English to abuse these applications, as it includes the use of English in the entirety of its viewpoints.

Overall, the entirety of the above said parts of online platforms implies that it handles the potential as methods for English language learning at the college level (Alqahtani, et al 2020).

The Implementation of Kizala, and Microsoft Teams in the Middle East College
There are a variety of online platforms that embedded in MEC college to promote the English language, some of which: Kizala, and Microsoft Teams. These applications may potentially add value to MEC academic life in which students utilize these platforms to communicate with either their advisors or lecturers using the English language. Subsequently, we discovered that these students showcased a good interaction through these programs as these applications elevated their acquired language. Additionally, the MEC college utilizes these applications, especially Microsoft Teams to deliver the course content during the outbreak of Covid-19. Microsoft Teams are certifiably not a new item; however, there is yet a considerable amount of disarray about what it's, and how it may develop work environment efficiency. A few individuals feel that it's only a talk application. Some believe that it is only a redesigned form of Skype for Business. In all actuality, Microsoft Teams is a very groundbreaking program that can be utilized to upgrade Microsoft Teams through enhanced joint effort and correspondence. Not at all like other Office profitability programs that have an inheritance to protect and a great many clients to take into consideration, Microsoft Teams is done without any preparation in view of the cutting edge work environment. This likewise implies Microsoft Teams presents another work conduct that numerous individuals – particularly those that are utilized to email – may discover troublesome (Storyals, 2020, March).

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Figure 1. Microsoft Teams

Initially, there were some threats encountered in teaching the students online, particularly the new joiners in which they were not having adequate knowledge of how to access the college portal, and enter the lectures. However, we could overcome these threats later within a definite period of time. Another obstacle encompassed during the online study was that some of part time students were not capable of using computers since they used to spend most of their time using mobile phones for most of educational purposes.

Moreover, some of the students couldn't join MEC due to lower infrastructure as they missed a number of classes; thus, in turn, they dropped the course. Microsoft Teams is an alternative way that helps us to assess the students online instead of being on campus in the Covid-19 era. We could assess their presentations, conduct online quiz, and do the exam-related matters, such as invigilation, marking, scrutiny, and moderation. All of these processes could be done easily in a short period of time.

The Difference between Kaizala and Microsoft Teams Applications

Microsoft Kaizala is a safe talker and informing application that empowers versatile clients to send texts, Kaizala Actions, and connections, for example, images, archives, recordings, sounds, and so on. It likewise makes you having moment criticism from your clients of whatever you need. Utilizing Kaizala Actions, you may convey surveys and overviews to quite a few clients. All got reactions are consequently amassed and introduced in a simple to-see report that assists in dynamic (Chuckedmonson , SuPotter, Pebaum, MaabSaleem, 2019).

Introduce Microsoft Kaizala on a cell phone
Get Kaizala for your cell phone
This application is upheld on the accompanying gadgets: Android phones running Android 4.3 or higher.

- iOS phones running iOS 9.0 or higher.
- Windows phones are running Windows 10 version 10240.0 or higher.

You will require a remote or information associated with the web to utilize Microsoft Kaizala. It

does not uphold tablets that are Wi-Fi as it were.

Validate your telephone number
 You should have the option to get calls and instant messages on the telephone number that you're attempting to check. A Microsoft Kaizala record must be confirmed utilizing one telephone number on a single gadget. On the off chance that you attempt to utilize Kaizala with the same telephone number on different telephones, you will be logged out from every single past telephone. Likewise, the whole Kaizala information on all past gadgets will be erased.
Deal with your profile and work account in Kaizala

- Alter your profile in the Kaizala application via setting off to the Profile page. You may alter the data like, your image, show name, and your personal e-mail. You may likewise log in with your Office 365 record or school account from the Profile. At the point when you do as such, others Kaizala clients in your association will get the option to view you and work together with you. You will see an Organization page from where you may start a visit or make a gathering (Chuckedmonson, SuPotter, Pebaum, MaabSaleem, 2019).

Discover Contacts and Start texting

1. Discover your phone book contacts utilizing Kaizala, additionally start at 1:1 discussion with them.
2. Go to **People**.

3. Look for any phone book contact, and if your contact is utilizing this application:

•   Press or tap the picture of the contact to see their profile synopsis.

•   Press or tap the contact name to begin a text discussion.
You may likewise rapidly send a welcome to any contact that is not utilizing Kaizala. Snap or tap Invite to send a SMS to welcome any such contact to introduce this application.

Begin a visit on the Kaizala versatile application

- Go to **Chats** > + > **Start a chat**

•   Snap or tap any name in contact to begin a text discussion.
You may discover all your ongoing discussions in the Chat area, from where you may likewise begin/continue a discussion.
Make and Arrange Gatherings

1. Go to **Chats** > + > **Create a group**.
2. You may either add individuals or different gatherings to another gathering. Tap the names of contacts or a gathering and afterward choose Next to include. You'll see a spring up revealing to you that you can invite them to Kaizala at that point if they are not a person

from your affiliation. Click Okay to proceed. Give your gathering a name, include an image in the event that you need, and, at that point, tap Create to wrap up.

Oversee and Make Enormous Gatherings for my Association

- The Kaizala the board gateway is an online entry that gives admittance to the executives, announcing and extensibility the Kaizala highlights. With it, your association may rapidly locally available thousands, even a large number of clients to Kaizala. This may incorporate representatives, accomplices, sellers, or clients. All you want is their telephone numbers. Get familiar with the Kaizala Management Portal (Chuckedmonson, SuPotter, Pebaum, & MaabSaleem, 2019).

Using Kaizala Movements
You may send Actions by clicking the <palette> symbol from the discussion upper right corner. Worked on Kaizala Actions assist you with planning much of the time utilized assignments for basic work process situations. You may discover and utilize Kaizala Actions from the Discover page in the application. The accessible Kaizala Actions consist:

- **Declaration - Utilize to create main declarations or bring updates with your group. Declarations are an incredible method to forward a message through bunches in an association or in a transmission gathering.** Draw in with your crowd about the declaration utilizing preferences and remarks (Chuckedmonson, SuPotter, Pebaum, & MaabSaleem, 2019).

Work - Utilize to dole out occupations to individuals and follow their finish status via chatting messages. The activity maker and the appointee may add speedy remarks to show the work advancement. Different individuals from the gathering might likewise remark at work and status.

- **Let's Meet** - Utilize to send fast gathering solicitations. The invitee may react to the welcome inside the visit and affirm whether they may meet.
- **Live Location** - Utilize to demand the partner or companion area. Clients get a decision to impart their area to you for a predetermined span of time. The area might be followed progressively (Chuckedmonson, SuPotter, Pebaum, & MaabSaleem, 2019).
- **Picture with Location** - Utilize to share ongoing photograph data with people, alongside the GPS arranges that showcase where the photograph was brought from. In some instances, with a solitary tap, colleagues may share a good-labeled image with individuals. This may be utilized to affirm that a particular errand has been finished in a particular area. It may likewise be utilized for area-based participation.
- **Share Location** - Utilize to share your colleagues or phonebook contact area utilizing Kaizala. This aides in planning with all colleagues.
- **Rapid Poll** - Utilize to plan a custom survey to assemble data from your group or from your clients. Respondents would then be able to react to the survey rapidly and without any problem. Reactions are refreshed progressively and are introduced in a simple to understand way. You may likewise make survey inquiries with predefined reactions.
- **Demand Location** - Utilize to demand the Kaizala client's recent area. This aides in the territories of checking participation, or following the nearness of your group anytime.

- **Submit Bill** - Utilize to rapidly catch the photograph of a receipt and offer it with subtleties.

    - **Survey** - Utilize a survey and a study in comparative manners aside from the accompanying:
    - In a survey, you may just pose one inquiry. In an overview, you may pose different inquiries.
- In a survey, you may just set the different decision design for a reaction. Alternately, in a study, you may pick numerous configurations for reactions: various decisions, text, numbers, or even a picture.
    - **Checklist** - Utilize to impart the assignments rundown to an individual or a gathering, and have them separately complete every errand.
        Make plans for the day and catch the status of everybody.

Find further Kaizala Activities
We routinely discharge new Kaizala Activities, and you may find them via going to Discover > Kaizala. Create Kaizala custom activities. You may likewise make custom Kaizala activities. Communicate kaizalaDev@microsoft.com to find out additional. Regular custom Kaizala Activities are: 1) Part criticism 2) note down to administrator 3) Unknown record.

Figure 2. Microsoft Kaizala

Discover and Buy in to Communicate Gatherings
Broadcast bunches make you sending criticism or raise issues to the associations you need to interface with. Most associations' end clients interface with them straightforwardly and communicate custom Activities to develop profitability, speed, and stream of data, and so forth. You might discover and buy in to communicate bunches from the Groups page of Discover > Broadcast in the Kaizala app. Tap a transmission gathering's name, and choose to Subscribe to this Broadcast gathering.

Privacy
You might square somebody from reaching you on Kaizala. Blocked contacts won't, at this point have the option to send you a text. To hinder a contact, head to their profile in the Kaizala app. At that point, go to the profile settings symbol on the upper right side, and choose Block. You might discover the rundown of blocked contacts in Blocked lists in the settings section. You might likewise remove the block any number from that point.

Microsoft Teams is a worldwide correspondence and joint effort stage, which consolidates diligent working environment talk, video gatherings, record stockpiling (documents counting cooperation), and programmes combination. The administration incorporates with the Office 365 membership office efficiency suite and highlights expansions that may coordinate with non-Microsoft items.

Microsoft Teams is a contender to administrations, for example, Slack, and is the development and overhaul the way from Business Microsoft, Skype (Microsoft Teams, 2020).

Microsoft reported Teams at an occasion in New York, and on March 14, 2017 it propelled the administration globally. It was made within an inside hackathon at the organization Headquarters and is as of now drove through Brian MacDonald, Corporate Vice President at Microsoft.

Teams

It permits networks, gatherings, or teams to join via a particular link or greeting sent by a group head or proprietor. Teams for Pedagogy permits administrators and instructors to set up explicit groups for classes, proficient learning networks (PLCs), staff individuals, and each one(Microsoft Teams, 2020).

Channels

Inside a group, individuals might formulate channels. Channels are subjects that permit colleagues to impart without the email or to gather SMS (messaging) utilization. Clients may answer to posts with text just as pictures, GIFs, and specially designed images.

Direct messages permit clients to send private messages to a particular client as opposed to a gathering of individuals.

Connectors are outsider administrations that may submit data to the channel. Connectors incorporate MailChimp, Facebook Pages, Twitter, PowerBI, and Bing News.

Calling

- Quick chat
- Voice over IP (VoIP)

Video conferencing inside the customer programming

•Teams upholds open exchange phone organize conferencing permitting clients to call telephone numbers from the customer (Microsoft Teams, 2020).

Meeting

Gatherings can be planned or made specially appointed and clients visiting the channel will have the option to see that a gathering is presently in progress. This application additionally has a module for Microsoft Outlook to welcome others into a Team meeting. This backings a huge number of clients that may interface by means of a gathering link (Microsoft Teams, 2020).

Live Events of Teams

Teams**,** Live Occasions **substitutes** Skype Assembly Broadcast with the capacity for clients to broadcast to 10,000 members on **this app**, Yammer or Microsoft Stream (Microsoft Teams, 2020).
Learning

This application permits instructors to disperse, give criticism and review understudy assignments turned-in through Teams utilizing the Assignments tab, access to Office 365 for Instruction

subscribers. Tests might moreover be doled out to understudies through integration with Office Forms.
Procedures

Microsoft Teams is based on a number of Microsoft-specific procedures. Video conferences are recognized over the convention MNP24, known from the Skype customer form. The convention MS-SIP for Skype for Trade isn't utilized any more to associate Teams customers. VoIP and video conference customers on the basis of Taste and H.323 require extraordinary portals to put through to Microsoft Teams servers.

With the Intelligently Network Foundation assistance, customers behind Arrange address interpretation switches and prohibitive firewalls are additionally capable to put, through in case peer to peer isn't conceivable (Microsoft Teams, 2020).

Research Procedures
How Did the Middle East College Mitigate the Online Learning Platforms Threats?
Our college initiated possible solutions to eliminate the technical issues that students confronted during their online study, some of which: contacting students via Kizala application where the lecturers keep tracking the learner's progress. Additionally, the Center for Foundation Studies department approach the students via calls or utilize the department budget to provide them with a credit to access the college website during the English quiz. More importantly, the college provides the students with limited income with laptops to continue their studies.
Another approach that the Center for Foundation Studies initiated to eliminate the hazards encompassed during the online classes is to give the students Work Outside Muscat (SWOM) an extension to submit their tasks, as well as, give them another attempt to compensate the missing quiz. Subsequently, this will assist the MEC students to score a good GPA at the end of the semester.

Methods
Questionnaire
This paper will constitute a questionnaire illustrates the student's standpoint regardless the online learning platforms. It addressed the students' impression regarding to online learning applications, particularly during this pandemic Covid-19. This questionnaire went through some processes due to MEC policy as the participants ought to fill a form prior to disseminating this survey to the General Foundation Programme (GFP). Then, the participant will disseminate this questionnaire immediately after getting the approval from the Center for Research and Consultancy, Head is Dr. Nizar AlBassam. There are approximately around 17 questions integrated in this questionnaire; however, the responses were good towards it based on the guidance given to the students by the instructor. This survey showcases that the majority of participants are male due to the low capacity of females in level3, especially session G. Their age ranges from 17 to 29, but the most undergo 29 and more. The number of hours are spent weekly using the PC for a pedagogical purpose ranges from three to six hours. There is around 51.61% of learners who are capable to effectively get to the Internet vary from their course. Most GFP learners ready to interact effectively with their classmates and instructor electronically. There are 41.91% of GFP students who believe that having a technical skill will assist them in their recent study. There are ten students who strongly

agree that they are able to deal with their study time successfully and effectively to accomplish the task given to them on time.

Discussion:
The majority like to work in groups with other students in their sessions. There are 12 students who agree and strongly agree to interact with the teacher and help their partners in their study. There are many students who feel great forming text on a PC in a Web learning condition. Moreover, there are about 41.94% of the GFP students feel good interacting in English whilst studying online. More importantly, there are about 16 students who strongly agree that they can ask their teacher any question, and get a snap reaction during Internet exercises outside the campus. Most of the GFP students agree that they believe that personal contact with their teacher is essential to learn. There is 50% of learners who can practice English grammar during an online session, whereas 3.33% strongly disagree. Then, there are 12 learners who accept that learning on the Internet outside the campus is more effective than a normal study, whilst there is only 16.13% who strongly agree. There are 17 learners who agree that they accept the whole semester can be delivered online without hazards, whereas nine of the GFP students who strongly agree. There are 13 students who strongly agree that internet course is conceivable, yet learning English might be very hard, however, there are nine students who strongly agree. Eventually, there are ten students who agree that they could pass the semester on the Internet without any instructor help, while there are eight students who strongly agree on this point. Overall, we inferred from this analysis that the GFP students find the online study is very interesting and fundamental in which it could cultivate their skills. Moreover, this pandemic built up the students' knowledge towards the technology as they were not aware of using PC very much; however, they elevated their learning in this era.

Conclusion and Recommendations
This research has given a clear demonstration on the significance of VLE and the learners' perspective regardless. This study concluded that the majority are male users of these virtual learning applications, and it brought the notice that the college students are acknowledgeable about the usage of technology where it facilitated the changes integrated in the study from campus to online. However, Microsoft has given a set-up of internet preparing recordings and direction for clients at all skill degrees (Microsoft, 2019a). Mentors want to evade repetition and stay away from techniques for correspondence, so guides ought to clarify that a specific network will utilize talk as the favored device for imparting about the subject. Teachers additionally need to make an away from between the utilization of Teams and other standard LMSs, for example, Blackboard and Moodle. Microsoft (2019b) reported that Microsoft Teams is currently during the time spent being incorporated with Moodle. This incorporation will give more noteworthy chances to HEIs to work together around Moodle study subjects, and synchronize evaluations and tasks. The collaboration on Teams is yet in an undeveloped phase and the creators expect to embrace the Teams utilization over the modules scope and study levels. The underlying outcomes and criticism from students have been good. The creators intend to direct more subjective examination of Teams adequacy as a PC upheld collective learning measure. There are not many scholastic examinations about this application yet as Microsoft keeps on extending and band together with LMSs, huger investigations will develop to check the instructing measure viability. It is critical to check the applications and bots' utilization inside the instructive hypothesis setting and for this situation, a social constructivist way to deal with community-oriented learning might be used (Martin & Tapp,

2019). Finally, this would have concluded by stating that this research paper covered fundamental topics that is embedded in this status quo, which is the significance of the online learning platform for learning English. This research subtracted many headings integrated in this topic, including subheadings talking about virtual programs, such as Microsoft Teams and Kaizala.

About the Author:

Zainab AL-Ajmi is an experienced English Language instructor who has been teaching for the past seven years at Middle East College, Oman. Her experience with foundation program students led to the idea behind conducting this research to understand the impact of virtual programs in promoting English language learning, especially during the Covid-19 Pandemic.

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