

ABSTRACT

Jumarlina, 321810166. “**An Analysis of Students' Experiences in Online Learning During the New Normal Era (A Descriptive Research to the Fifth Semester Students of English Education Study Program of IKIP PGRI Pontianak in the Academic Year 2022/2023)**”. Main Supervisor: Dr. Diah Astriyanti, M.Pd. Assistant Supervisor: Sahrawi, M.Pd, Thesis of English Education Study Program, Faculty of Language and Arts Education, Institute of Teacher Training and Education, Indonesian Teachers Association (IKIP PGRI) Pontianak. In the current learning system, which is a transition from the online learning system carried out in the new normal era, students are still carried away with the learning process carried out in the new normal era. This study aims to find out students' experiences in online learning during the new normal era. This research was descriptive research. The population of this research was the fifth-semester students of English Education Study Program at IKIP PGRI Pontianak. The sample in this research was fifth-semester students that consisted of 36 students. The sample was determined by purposive sampling. The technique of data collection used in this research is indirect communication technique and direct communication technique. The tools of data collection used were questionnaires and interview guidance. To analyze the data obtained by using a questionnaire, the researcher applied indenx TCR criteria. To analyze the data obtained by using interviews, the researcher applied several steps that included data reduction, data display, and conclusion. The results of this study show that based on the questionnaire, the influence of learning experience from internal factors reveals that students show a low level of interest, motivation, attention, and readiness in facing the online learning process. Meanwhile, the influence of external factors shows that at least with facilities, and the environment that gives a good impact, but not with teaching methods that make students still difficult to adapt. On the other hand, based on the interview results, the role of online learning during the new normal era, revealed that respondents were not ready for the online learning system. Online learning during the new normal era is not supportive because it is unable to attract respondents' attention and various supporting media are ineffective. Thus, making students unable to understand the content of the material and making them lose concentration on learning to undergo the online learning process in the new normal era.

Keywords: Students' Experience, Online Learning, New Normal Era.