

**Leverage of Technological Tools and Internet Through the Productive Inclusion of these in  
the English Language Teaching to Improve the Communicative Skills of Eighth Grade  
Students of the Liceo Rural Boca de Sierpe, during the year 2021**

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## Approval Sheet

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Yuly G

### **Abstract**

Communication skills are the most important part when acquiring any language, for ESL students it is usually the most difficult part, therefore, this work aims to make technology and the Internet positive allies to facilitate this process. Among the main objectives of the research is to promote communication skills through the recurrent use of these technologies, while urging to create a positive link between the Internet, Technology and teaching to create an educational system according to the technological age we live in. This work hypothesized that the productive inclusion of these tools can improve the process of language acquisition in 8th grade students who are in the age range of 13 to 15 years old. After even months of research, the necessary information was gathered to validate and support the idea. Among the main results obtained we can mention that the positive inclusion of these resources can greatly improve the management of communication skills, the classroom environment, the lesson planning process and contribute to a significant improvement in the participation, motivation, and inclusion of students.

Key words: *Communication skills, technology, internet, educational system, ESL.*

### **Resumen Ejecutivo**

Las habilidades comunicativas son la parte más importante a la hora de adquirir cualquier idioma, para los estudiantes del inglés como segundo lenguaje suele ser la parte más difícil, por esto, este trabajo pretende hacer de la tecnología e internet aliados positivos para facilitar este proceso. Entre los principales objetivos de la investigación está el promover las habilidades comunicativas mediante el aprovechamiento recurrente de estas tecnologías, a la vez que se insta a crear un vínculo positivo entre Internet, Tecnología y enseñanza para crear un sistema educativo acorde a la era tecnológica que vivimos. Este trabajo se planteó la hipótesis de que la inclusión productiva de estas herramientas puede mejorar el proceso de adquisición del lenguaje en los estudiantes de 8th grado quienes están en un rango de edad de los 13 y 15 años. Después de incluso meses de investigación se recopiló la información necesaria para validar y dar soporte a la idea antes mencionada. Entre los principales resultados obtenidos podemos mencionar que la inclusión positiva de estos recursos puede mejorar en gran manera el manejo de las habilidades comunicativas, el ambiente en el aula, el proceso de planeación de clases y además contribuir a un mejoramiento significativo en la participación, motivación e inclusión de los estudiantes.

Palabras claves: *Habilidades comunicativas, tecnología, internet, sistema educativo, inglés como segundo idioma.*

**Thought: Benjamín Franklin**

"Tell me and I forget. Teach me and I remember. Involve me and I learn."



## Acknowledgment

It is always important to take the time to be thankful for everything that comes into our lives that makes a difference, no matter if it is a person or a situation. The first thing I have a lot to thank is my mother, my family and close friends for trusting me and supporting me in every important moment of my life both personally and educationally.

Then, my professors at the Universidad Latina, my teachers at high school and my school teachers. I have approximately 15 years of being a student, as much as I would try to summarize everything, I have learned from my teachers over so many years I could not, but in a few words, they have taught me the importance of being a good person to be a good professional and I really appreciate that.

Finally, it may sound strange, but I feel very grateful to myself. They have been difficult years, of much work, sleeplessness, headaches, I have been strong and here I am, about to finish. Many people have influenced the person I am today, but I might not be here if I had not made the decision to start so I am grateful to myself for taking the opportunity and getting all the lessons I could out of it.

## **Dedication**

I have practiced a million times the moment when I publicly dedicate all my achievements to my mother. Mom, thank you for believing in me, thank you for being day and night reminding me that I can achieve anything I want and propose. My accomplishments will always bear your name as the main reason for them.

Secondly, to the rest of my family who in a direct or indirect way were always aware of me and my stages, the family is a huge support in our path to grow professionally and personally. Not everyone has the joy of having one, I do, so it is fair and necessary to mention them right here.

Finally, to each one of those people who appeared in my life to leave me a teaching. It does not matter if it was big or small, lasting or ephemeral, I am grateful for each one of those things that have helped me create the whole that I am today. I hope that life will allow me to continue learning as I narrate my accomplishments and failures.

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## **CHAPTER I**

### **INTRODUCTION**

## **1.1 Introduction**

The goal of this thesis is to inform and make people aware of the enormous importance that technological tools and the Internet have for the educational system in general. During the development of this research, we intend to inform the reasons why technology and the Internet are indispensable allies for the good development of English Teaching, specifically we will develop the impact that the good use of these can have when improving the communicative skills between the students.

After that, we will investigate the techniques needed to increase the use of technology in the classroom without creating dependency and without appeasing critical, analytical, and evaluative thinking. In short, the main idea of the thesis is to learn how to use the Internet and Technology in a useful way, achieving more advanced and even entertaining lessons for all members of the class. As the years go by, the innovations in this field will increase, it is of utmost importance as a student and/or teacher to be prepared to handle them and to use them in a quality way.

For years, the use of technology and the Internet in the classroom has been limited and when this pandemic occurred no one was prepared to depend on them. This thesis aims to prepare these and future generations to make productive and functional use of these daily tools. The optimal use of technology and the Internet can make the educational process innovative, besides creating a link between these tools and learning will make the teaching process develop naturally both inside and outside the classroom.

## **1.2 Problem statement**

The education system is part of the lives of Costa Ricans for about 12 to 13 years, from the beginning of kindergarten to the completion of high school. This long process aims to form people academically and socially prepared. In this cycle we learn basic things such as oral and written communication, different general subjects, human values and even languages. The English language, for example, begins to be part of each student's life from elementary school until the end of high school, about 11 years of exposure to the language. Each generation has everything to enter higher education (university) being bilingual, opening the way to a many jobs and academic opportunities.

It is really a shame to continue mentioning that most students who finish their education process are unable to communicate in a second language, this leads us to question ourselves, what is happening with those 11 years of English classes? There are many factors that can affect the goal of obtaining English as a second language, but after a lot of research, most of the opinions found coincide with what the author Dhrama (2011) mentions: "The reasons identified were: environment, attitude and teacher's competence"(p.1). To this we can add other points such as that many times the educational system is aware of the monotonous teaching pattern it has and does nothing to change it, besides preparing the student population with information that is not really needed.

Having already established the deficiency or problem to be addressed, the research plans to look for ways to improve the environment and development of the classes. There are many methods and techniques to transmit knowledge; it is a matter of researching and preparing for each type of population to be treated. The updating and reinvention of techniques and knowledge is necessary so that the teaching cycle provided is optimal and required for the students. The search for different, fun, and innovative options and ways of working will make the teaching process more appealing to students, which is why the productive inclusion of Technology, and the Internet is essential to create a new educational system with more successful and permanent results.

### **1.3 Justification**

Teaching is one of the most difficult jobs, it requires important qualities and skills that are often difficult to manage. When starting this career we know the importance of patience, tolerance, responsibility, among others. The work involved in preparing a class, developing it and receiving successful results is too much, no matter how much we are prepared for, it is only when we are in charge of so many minds that we understand the work, effort and dedication it requires. Therefore, this research goes in the direction of looking for ways to make the teaching/learning process a little easier and more enjoyable.

Technological tools and the Internet are part of everyone's daily life, before and after the pandemic, human beings have been used to using these resources all the time. When the pandemic led us to depend on them to be able to teach and learn, we realized the lack of knowledge we had and have of these tools of daily use, which means that we used them for everything except learning.



Therefore, this research wishes to inform, teach, and prepare both teachers and students to make productive use of these resources to develop communication skills.

It is countless the number of resources that Technology and Internet has, the options that these media provide for the creation and implementation of classes is incredible. Therefore, it is of interest to investigate and transmit as much information as possible about these media so that more colleagues can include these important tools to their classes, since the productive inclusion of these resources can really facilitate and improve the planning and development of classes as well as solve problems such as lack of attention of students, monotony and lack of participation when transmitting and receiving knowledge. These "recreational" tools can become the future of education.

#### **1.4 Hypothesis**

The productive inclusion of Internet and technological tools in the classroom serves to improve the language acquisition process.

#### **1.5 Objectives**

##### ***1.5.1 General Objectives.***

To exploit technological resources to promote the communication in the classroom through the constant use of the Internet and other sources of communication.

##### ***1.5.2 Specific Objectives.***

To investigate current and new technological resources that can be used to improve communication and participation in the classroom.

To create a productive link between technology, internet and teaching to innovate the process of giving and receiving knowledge.

To take full advantage of all available technological tools while making the Internet a constant source of new and useful learning.

## 1.6 Scope and Limitations

### *1.6.1 Scope*

- The research focuses on eighth grade students but can certainly be used for all levels of education.
- It encourages the use of social networks and entertainment technologies to bring knowledge in a way that is more relevant to today's world.
- This work focuses on including technological tools as much as possible in the planning and development of the class.
- It is intended to always involve students in their knowledge emphasizing the importance that this language has and can have for their future.
- During the development of the work, different theories and/or hypotheses about the inclusion of technological tools and the Internet in the classroom are presented.
- The scope and developments that these tools have and have had in favor of the educational system are reported as briefly but effectively as possible.
- With the information researched, it is planned that readers will be motivated to get out of their comfort zones, both teachers and students.
- Much emphasis is placed on the technological era we live in and how important it is to be prepared to teach and learn in these modalities.
- A couple of points of view are presented in order to make readers aware of the potential tools they have at hand, train themselves and learn how to teach to prepare these and future generations.
- It discusses the issues surrounding the communicative skills of this language and various techniques and/or methods that can be used to change the patterns that are hindering optimal language management.

### *1.6.2 Limitations*

- Due to the pandemic situation, the thesis cannot be applied to students or administrative personnel.
- The work does not extend to very extensive points, it tries to keep in the main ideas that the educational system is in urgent need of an update in its methodology.

- The paper does not go into great length when it comes to methods and techniques as it focuses more on validating the fact that their use would make a significant improvement.
- The work is not directed to extremely rural cases without any kind of internet connection or technologies.

## **CHAPTER II**

### **THEORETICAL FRAMEWORK**

## **2.1 Historical Background**

To create a successful comparison between before and after you must know at least the past of the areas to be addressed, for this reason the plan is to develop a little about the beginnings of technology, the Internet, and the education in Costa Rica. The invention of new things will always lead to an infinite number of theories and changes through time. Therefore, this thesis has been created to be able to make known a little bit of the changes that have already taken place and those that are expected to be achieved. In an infinity of subjects, this one, for example, it is difficult to find sources of information 100% real, the time gap that is created between the moment that something was discovered and was made known can be full of theories and/or situations that only those who were there can know.

### ***2.1.1 Technology Background***

Before starting, it is important to be clear about what technology is, as Galeano (2010) mentioned "The birth of technology is undoubtedly a product of man's needs" (para 2). Technology dates to prehistoric times, thousands of years ago when man had to generate techniques and strategies to feed himself and/or survive. What we know as cave people began to use the resources, they had around them to create instruments that would help them defend themselves and bring food to their caves. When they saw that the new use, they were giving to the elements of their environment helped them, they implemented more tools to create everything they required according to the situations they found themselves in over time.

They went through a couple of important stages before reaching the appearance of metals such as copper, bronze and iron, this stage was known as the metal age and consisted mainly of the constant struggle to obtain these metals in order to create better tools and weapons. After the metal age, the fight for territory and resources grew so much that it made the ingenuity of the humans to exploit what led them to create even better weapons, carts, boats, among others. Sometime later, simple, and complex machines began to be designed, such as the Archimedes' screw, the pulley, and the lever. By 1609, Galileo Galilei had been seen with a telescope, creating great astronomical discoveries.

The 18th century saw the first industrial revolution that brought with it the greatest time of economic, social, and technological development ever seen in history. From this revolution, a great

part of the world was already an intelligent and mechanized place. A few years later technology began to be reflected in medicine, agricultural and industrial field, production began to increase at the same time as the need for low human labor. By the next century, man had already found the way to handle, transport and store electricity, something that changed life completely and opened a huge door for thousands of other inventions such as the first media, the telegraph, and the telephone. After the mentioned inventions, the human being gave himself to the task of creating a technological option for every problem or situation he could have, nowadays we are surrounded by at least 90% of technology the other 10% are things we have thanks to it in one way or another.

### ***2.1.2 Internet Background***

The Cold War, in 1947 began this horrible and almost endless war between the United States and the Soviet Union, when Russia sent its first satellite into space the U.S. government needed to do something to protect their information so they created ARPANet (Advanced Research Projects Agency Network), according to Bellis (2018) “Designed as a computer version of the nuclear bomb shelter, ARPANet protected the flow of information between military installations by creating a network of geographically separated computers that could exchange information via a newly developed technology called NCP or Network Control Protocol” (para 1). Although ARPANet was created for a specific purpose, it began to create great interest in other people which led them to the creation of working groups, even the word internet was not yet created and there were already forums where different groups did the same as they do today, give and receive ideas.

Years later the word internet was already official, the union of two words: inter(between) and net (networks) would become one of the most precious things for the whole world. When they noticed that the Internet was becoming famous, experts thought it was time for everyone to be able to access it so they created the first World Wide Web or what we know as WWW, which is a means of communication where you can find text, graphics and other tools that allow you to explore the Internet. When the Internet and access to it was already possible, they began to invent browsers that had the mission of managing and/or ordering information. Many existed before they created what we know as Mosaic, Internet Explorer, Yahoo!, and the well-known Google.

After all this appeared the great Mark Zuckerberg, a programmer who undoubtedly came to change the world with his beloved social networks Facebook, Instagram, Twitter, and WhatsApp. In theory, this is a bit of what can be said about the history of changes, successes, and

failures that the creation of this indispensable medium has had. Since ARPAnet was shared, work has been done on how to get the Internet to everyone through IP addresses, which are generally a set of unrepeatable numbers that you receive when you purchase a service. As everything good the access to Internet has a price, if it is possible to be paid it will be counted on an infinite source of knowledge of all type that will arrive at where it is.

### ***2.1.3 Beginnings of Education in Costa Rica***

The beginnings of Costa Rica are summarized at the arrival of Christopher Columbus although there are records that there were many indigenous people very well established before colonization, there are only theories about what kind of education they received. Although the discovery of this country took place in 1502 with the arrival of Columbus the first signs of education were given until the end of the 16th century when the priest Diego Aguilar founded the first school in Costa Rica that taught indigenous people and the colonist's children. In that first school, things were not very satisfactory because the educators were not trained to teach and did not have the materials and tools to do so, according to Martinez (2016) "It was closed for lack of resources in 1623, so that our known shortcomings in education are not only a matter of the present time, but we drag them from the colonial era" (p.15, para 2). It took years for another school to be opened, at least this time if it had a prepared teacher, even if it was only for classes in Catholicism and basic writing, the opportunities to do more educational development continued to be obstructed by the needs.

In the following years, small fields of study continued to be opened since they were a requirement of the hierarchies, but the educational level never rose until Casa de Enseñanza de Santo Tomas was created that really taught students to read and write, years later it obtained the power to give bachelor's degrees and other years later it became the Universidad Santo Tomas, the first institution of higher education in the country. It was until this moment that Costa Rica began to see an improvement in educational inclusion and development, the opportunities for better preparation were there, available to almost everyone. Despite the many opportunities that have appeared up to the present day, the educational system still does not meet the educational standards for which it works. Over the years, it was possible to perceive the idea that it is just as bad not to have resources as it is not to know how to use them, this country maintains a pattern of education that, even though over the years it has not left results, continues to be implemented.

## 2.2 Changing the Educational System

As a result of all this, the idea was born to develop this research work, to collect the necessary information that would motivate us to leave our comfort zone and start exploiting the means and tools we have to teach. Through the years we have seen the importance that these media have but never had been so indispensable as they are now, so it is important to become aware of them, lose the fear of knowing them, use them and start creating.

Today's technological tools are much more complex than the weapons and machines of the first ages, time has been in favor of inventions and new and better tools appear every day. Technological tools are basically any resource that helps to improve the time and quality of any work. In general, most of them are programs or applications that can be used by everyone to facilitate the sending and receiving of knowledge.

The technological tools allow the exchange of experience, studies, and research within the groups as well as with their environment. These tools are the support we as teachers have been waiting for to help us find ways to reach our students necessities. According to Cox (2019) "Today's technology enables students to learn at their own pace. For example, almost all apps allow for individualized instruction. Students can learn according to their abilities and needs" (para 6). In addition, having an infinite number of creative options makes class planning and development easier for everyone.

## 2.3 Types of Technological Tools

There are too many types of tools oriented to different things. The use and application given to these tools will depend on the needs and characteristics of each user. Although we will mention many already known the idea is to know their name and concept while we are clear that there are many versions of the same technology that can help us to have different options for each class.

- Word processors: The most popular example is Word, which basically allows you to develop any kind of written content such as essays, reports, stories, among others. It has a self-corrector and the opportunity to add images, graphics, and sounds. Other similar options are LibreOffice, AbiWord, Zoho Docs, among others.
- Multimedia presentations: The best known is PowerPoint although there are others just as good as genially, Prezi, slide bean and Tomi Digital. Basically, it is a tool that can be used



to prepare presentations, either for a class or a paper. They have the option of creating the design they want in addition to being able to add music, images, videos, graphics, among others.

- Spreadsheet: Excel is the best known because it is a calculation template that allows us many mathematical operations. It allows the organization of information in an easy and orderly way. Other similar options are google spreadsheets, thinkfree office, Numbers and Zoho Sheets.
- Brochure Design: Publisher could be the best known for this purpose. It is basically a tool that allows the quick and efficient creation of brochures, business cards, flyers, among others. Other options are LibreOffice Draw, PagePlus, and Scribus.
- Photo Design: It is one of the most used tools in the industry, there are many different but the best known could be Photoshop. Basically, these tools allow you to fix and even modify the photos. Other similar options are Photopea, Pixlr Editor, Photo Raster, among others.
- Social networks: The media that changed the world, Facebook, Twitter, Instagram, among others. They have the functionality to allow the flow of information in a more efficient way. These networks allow us to communicate with people all over the world. Other options are Telegram, WeChat and Line.
- Document Sharing: There are many tools that allow you to share information on the web such as SlideShare, Google Drive, iCloud, Dropbox, and SkyDrive. It has the function of being able to send, store and receive required information.
- Blogs: Nowadays this tool is widely used. Basically, it is a tool that allows the creation of web pages to expose in a public or private way a specific topic. There are an infinite number of blogs with personal information about the author or made for educational purposes, blogs can be created through Wix.com, Jimdo and Wordexpress.
- Audio-video: This is one of the most used technological tools in this age, platforms such as YouTube, Musically and Tik Tok, offer the option to create videos that are uploaded on their respective platforms. They can be edited in countless innovative ways and their content can be academic or entertainment use.

- Entertainment sources: All those applications or platforms that were created primarily for fun. Video games such as trivia, farms, war games, races, among others. These and social networks are the most used by young and adult population.

## **2.4 Technology in the Classroom**

As new types of technological tools appear, ways of using them are being developed. When technology began to be included in classrooms, there was a considerable improvement in class performance. Supporting what U.S Department of Education (2017) says " Increased connectivity also increases the importance of teaching learners how to become responsible digital citizens. We need to guide the development of competencies to use technology in ways that are meaningful, productive, respectful, and safe" (p 11). The educational system must seek ways to prepare students to be able to receive, process and create with the means they possess. It is more than clear that Costa Rica is a country that has the tools to be able to give and receive quality classes despite the circumstances. It is of utmost importance to continue learning how all the technological tools we have work to continue giving them an optimal use both in virtual and face-to-face classes.

Technology provides an endless number of ways to do things, during this time of confinement we have only discovered a few, the Costa Rican educational system needs to leave its comfort zone and start creating new strategies or teaching techniques that challenge them to learn new things. It is common to hear comments praising China for their educational system and for the great technology they possess but it is important to keep in mind that they do not spend years or rather centuries of history doing the same. It is important to be clear that when we talk about innovation it is not that they try to invent huge things like the telephone or a satellite, if they could achieve that it would be great, but innovation is about trying to do things in a better way. Every person is different and has his or her own way of seeing and doing things which widens the gap of possibilities to create.

### ***2.4.1 Teacher's role***

In this specific subject, the teacher needs to make use of all available means to leave an impression on the student. Regardless of the teaching method or approach that the teacher uses, creating innovative and attractive lessons is vital for their optimal development. We know that all the work involved in being a teacher is tiring and time consuming but preparing the class with

different activities and dynamics will make the result better for the student and the development of the class will be better for the teacher. As mentioned by Medina (2016) “Teachers benefit from technology in many ways. When using technology, lesson plans are created faster and more efficiently” (para 2). Technology and the Internet provide the teacher with an infinite number of options to plan and develop their classes and at the same time it makes it much easier to have so many options at hand. As teachers it is of utmost importance to be constantly updated and trained in all these tools and their different uses so that they can create and teach how to create.

#### ***2.4.2 Student’s role***

The most important point here is that the student can be responsible for his knowledge. It does not matter how hard the teacher works, how incredible and varied his classes are or how many great tools we have at our disposal if the student does not have the ability to self-evaluate, self-monitor and self-direct. About technological tools and the Internet, their use has been limited because students do everything with these tools except learn. The teacher must guide the student to be aware of all the knowledge that can be acquired with these tools, but the student is the one who must use them correctly. As mentioned by Medina (2016) “Students who use technology are said to be better set up for the real world than students who do not” (para 3). This is where looking for things that are attractive to them can help them to stop seeing these tools as just for entertainment. The student needs to be aware of the importance of this language and that he/she has a great ally to learn in his/her hand.

#### **2.5 Internet use**

When we talk about Internet, we refer to the global network that has as its purpose the free exchange of information, as mentioned in the background, the Internet has been modified thousands of times throughout history to become what we know now. Today, as in the past, the hope is to bring an Internet network to everyone in the world so that everyone can be connected through this conduit of information. The beginnings of the Internet were with the purpose of transmitting real knowledge, not memes and all those things that have been added over time, things that have made many people repudiate the use of the Internet in the classroom, which makes no sense since the use of the Internet depends on its operator.

Although many technological tools work perfectly without an internet connection, having an internet service greatly enhances the options of these tools. In a situation like the one the world has been going through in recent years, without the Internet we would not have been able to do much of anything. In recent years and today, Internet is the greatest tool we must work, and study as mentioned by Selwyn (n.d) “For instance, both the Internet and education are concerned with information exchange, communication, and the creation of knowledge” (para.4). If used it in a productive way is undoubtedly the best ally for education.

The internet service lends itself to be used in not so good things like plagiarism, theft, inappropriate information, among others. But it is better than bad, it is a site full of knowledge and options to help us learn whatever we want to learn. Acquiring a language like English with these tools is much easier, there are endless options that allow you to be self-taught. The options provided for the planning and development of classes is almost endless and there are a thousand ways to make fun activities that make language acquisition an enjoyable process for all members of the class.

## **2.6 Exploit available resources**

One of the most discussed points during the choice of the topic was: what happens if we do not have internet service and technological tools? Generalization is not an option, but it does not seem possible that in 2021 teachers will be working without internet connection or without using technological tools. When the topic was raised, it was said that we wanted to improve the planning and development of classes, if we have an institution where students have access to internet it would be perfect, otherwise, this thesis focuses on the teacher to plan and prepare their classes better, providing options that can be previously prepared by the teacher. Nowadays, it is difficult for students not to have some technological tool, whether it is a cell phone or a computer or not having Wi-Fi or an internet plan, but if so, the teacher should have it.

Whether it is face-to-face or virtual classes, whether it is 2021 or the last century, there are always special cases or different situations in the classroom. The teacher should always consider backup options for unexpected situations such as lack of internet or lack of money to buy a book or a calculator. Classes should be planned with the needs and opportunities of all members of the class in mind. These tools can be used in a myriad of ways either on individual devices or just on the teacher's device that is shared with the entire class. It is also important to keep in mind that the

use of these tools provides ideas for both super technological didactic materials and some that can be created with the hands under the guidance found in these sources.

## **2.7 Gateway to a Better Education**

The use of the Internet is one of those things that has more pros than cons, whether we want it or not the world depends greatly on that infinite conduit of information, so we have the option to use it in a positive way or not. Internet access improves and facilitates communication in the classroom too much, and without it, all those technological tools that make our lives easier could not be used. Can you imagine a pandemic without technological tools and the Internet? No work, no study, no communication, nothing. The use of these tools is not only to provide information, supporting what has been said by U.S Chamber of Commerce Foundation (2013) “To be successful, businesses need to constantly adapt to change. However, our education system remains stuck in the 1950s. Like the operating system of a computer, our education system needs an upgrade” (para 2) These tools are here to support our academic and professional growth as we prepare our students for this advanced world.

As teachers, you must be constantly innovating so that classes are interesting and can prepare students for future inventions. It is also important to be related to the social context in which we live, in the past classes were given with what there was, and the goal of learning was achieved because it had to be, not because now there is technology it means that education is perfect or that we are not going to read a book and write on paper, it is a matter of knowing that there are different ways to create. The use of the internet and technology is welcomed in the classroom because the characteristics of communication and information transfer are like the basic one’s humans possess. Thanks to the inclusion of these media, the communication and environment in the classrooms has improved a lot, since the participatory and community nature has been developed more efficiently using these media. It is data like this that leads us to the fact that having access to the internet and technologies are important resources when acquiring a second language like English.

Nowadays, technological tools and internet access are used to create more interactive classes that allow the student to feel motivated to participate in group conversations, practices, games, among others. Another point that undoubtedly makes better access to education are the types of technological tools mentioned above, most of them require access to the Internet but are

undoubtedly very helpful for all teachers and students who require some information. The point to emphasize here is that the education system is so used to patterns that even though they have thousands of ways to do things they all do the same thing. It is okay if as teachers you have your own established tastes and ways of teaching but having so many options it would be good to try to do something different. That is why the problem to choose was how to improve the communicative skills using technology and internet, the idea is to find ways to work the student's problem while opening the gaps of our own knowledge.

## **2.8 Communicative Skills**

There are several skills that could be mentioned in the communicative aspect, but we know that in the English language the most necessary and difficult to handle are listening and speaking. Communication skills are all those that allow us to communicate with others in an effective way, allow us to express ourselves and be understood while we can understand what they are trying to communicate. For effective communication requires more than just exchanging information, so this thesis plans to reform the communicative bases and improve the skills related to the communication process using technology and Internet.

### ***2.8.1 Importance***

Costa Rica is a country with a significant flow of foreigners. It will reach a point where a significant part of our population will be foreigners, so being able to handle English communication skills is of utmost importance to have more and better employment opportunities. Regardless of the job to be applied for, it will always be a plus that your resume includes the use of a second language. In addition to this, more and more employers are asking for these requirements for all types of jobs, so it is undoubtedly important to have good communication skills if you want to have better job opportunities in the present or near future. On the other hand, being able to communicate in more than one language opens many doors in the social and personal sphere since it is easier to meet people from all over the world. English is one of the most spoken languages in the world, which allows a bilingual to expand his or her horizons.

### ***2.8.2 Common Issues***

Among the main problems that prevent the optimal development of communication skills is the fear of making mistakes, which is one of the main reasons why students have problems

speaking or generally communicating, besides the fact that many times the classroom environment is not the most comfortable to encourage them to express themselves, and I am not referring to the infrastructure but to what the teacher transmits in class. This same situation leads to other problems such as lack of motivation, attention problems and lack of participation in class. Not having a pleasant teaching environment and a good teacher-student relationship also affects a lot. There are many reasons that can interfere with skill development, but most are due to lack of interest or motivation for the language. Because of this, the lack of commitment and passion of the teacher when creating and developing their class is something that needs to change, as monotony and lack of innovation is another big problem.

### ***2.8.3 Skills Improvement: Methods and Techniques***

At this point, all resources available will be used to create classes that motivate and induce the student to communicate. It is of utmost importance to create an environment in which the student feels comfortable and free to express himself, to look for methods and/or techniques that are fun, beautiful and above all functional. The strategies to be used must be appropriate for the whole class. It does not matter if they are group or individual activities, the student must feel part of the class to participate. Another important point is to know when to give more time to the activities, many times the students are preparing to participate, and the teacher changes the activity just to fulfill a plan. It is important to give students the time they need to develop, not everyone is the same. Finally, practice is necessary, the more speaking activities are included the more an environment is created in which speaking in the second language is common, listening to each other constantly will help the student gain confidence.

There are many methods and techniques that can be used to develop a successful class that helps students improve their communicative skills. Sites such as ISLCollective, Discovery Education, MESenglish, British Council, and even Pinterest can help create beautiful lesson material. On the internet you can find platforms like Tomi digital, Pixton, Paper.li, Kubbu, genially and ClassFlow that allow you to create the whole class in different very dynamic and beautiful ways. To break the ice there are options like Kahoot, Quizziz, Cerebriti, Bitmoji (funny conversations can be created with this), Jeopardy Rocks, Edpuzzle, Bloomz, among many others. To encourage language inclusion both inside and outside the classroom, as homework you can send fun tiktok accounts such as missbelen, mikethechameleon or englishithkaien that teach you

different fun exercises to learn new words. You could also look for a cute and educational post on instagram or facebook that they get to see at home. Using the internet and technological tools any kind of class can be created and even any class can be found and adapted to the needs. The success of a class lies in the imagination that is put into it, can have a stone, and find a way to make an oral activity with it if you want, if you do not work with imagination and desire to create is useless to have access to so much information.



## **CHAPTER III**

### **METHODOLOGICAL FRAMEWORK**

### **3.1 Inductive Method**

During the development of this thesis the inductive research method is used since it uses ideas to reach a general conclusion, it is based on the observation of certain facts and its conclusions are usually very probable. The inductive method follows a series of steps beginning with the thorough observation of information which goes through a series of reviews and in-depth analysis. This is because in the inductive method the premises are the ones that provide the evidence that gives veracity to a conclusion. Despite this, it is a flexible method that allows for some exploration of ideas, which is ideal for the creation of theories. Throughout this thesis, the analysis of many antecedents leads us to the theory that communication skills can be greatly enhanced by the productive inclusion of technological resources and the Internet. Therefore, the inductive method as well as this work has as its general objective new knowledge or update the already obtained.

### **3.2 Descriptive Investigation**

Descriptive research is or should be the most used since it focuses on the collection of information, creation of questions and data analysis. The thesis in progress looked for a problem and through the constant search of existing and/or created theories and ideas looked for a way to give it a solution. The simple fact that it had to take the time to investigate in different sources a common problem to solve is evident the use of descriptive research. This type of research points out the characteristics of what is being studied, so it is normal to find both positive and negative information about the educational system and the members that conform it. Throughout the work it is developed what happens in the chosen field as well as what could be if a change arises.

### **3.3 Qualitative Approach**

Due to the situation in which we find ourselves, this thesis cannot be applied, therefore it does not have several quantitative steps such as the creation of measurement instruments, statistics, etc. Therefore, the approach used is the qualitative one, which focuses on the deep and reflective analysis of the parts that make up the work in progress or in other words it is based on data collection without numerical measurement. This approach is used primarily to gain an understanding of opinions, which is ideal for this work that is intended to focus on a particular group. Although it is not possible to test the theories embodied, each topic or subtopic mentioned

and developed in the paper has a lot of research behind it which makes the information quite truthful and probable.

### **3.4 Sources and subjects of information**

The importance of this thesis is reflected right here when we can realize that the main source of information, we have is the internet. Although the aforementioned is the best and largest source of information, we have many others such as books, databases, magazines, articles, encyclopedias, among others. In general, any place where we can find information on general or specific topics. During the development of this work most of the information came from articles and sites dedicated to education, technology and/or knowledge analysis. Being a thesis focused on taking advantage of technological resources, this work was developed taking advantage of them. In addition to reading a myriad of online sites, articles, and books, we also used a lot of information obtained over time through conversations and/or interviews with students of different ages and colleagues with different levels of experience.

### **3.5 Variables**

#### ***3.5.1 Variable #1 Socio-economic condition***

##### **3.5.1.1 Conceptual Definition**

The first variable is the socio-economic situation, since according to Baker (2014) “Socioeconomic status (SES) is defined as a measure of one's combined economic and social status and tends to be positively associated with better health. This entry focuses on the three common measures of socioeconomic status, education, income, and occupation” (para 1). By knowing this information, we can proceed according to the needs of all.

##### **3.5.1.2 Instrumental Definition**

To know the socioeconomic information of the members of the institution, a survey will be carried out with simple questions related to the place where they live, their family, their parents' jobs, etc. This to get a close idea of their socioeconomic situation.

### ***3.5.2 Variable #2 Teacher Training***

#### **3.5.2.1 Conceptual Definition**

The next variable is teacher training, which, according to Kakumanu (2018) “teacher learning, or training is a continuous never-ending process which promotes teacher’s teaching skills, master novel knowledge; develop better or newer proficiency, which in return assists in improving student’s learning” (para 2). Teacher training is indispensable for a successful and innovative classroom development.

#### **3.5.2.2 Instrumental Definition**

In this case, a small questionnaire will be made where questions will be asked about the use of technology and internet in the classroom to know how much these tools are being used in the lessons and if the teachers are trained to use them and teach how to use them.

### ***3.5.3 Variable #3 Methodology***

#### **3.5.3.1 Conceptual Definition**

The methodological variable is indispensable since a single set of people may require up to 3 different ways of doing things. According to Gento, Gonzales, Orden and Palomares (2015) “Educational methodology refers to the peculiar way of implementing functions and activities oriented to the attainment of educational objectives” (para 6). These methods and strategies will be used depending on the needs of each group.

#### **3.5.3.2 Instrumental Definition**

In this case, the best way to measure students' needs and preferences is through careful observation of their behaviors, skills, and weaknesses.

## **3.6 Population and sample**

Liceo Rural Boca de Sierpe is a beautiful institution located in Sierpe de Osa, Puntarenas. In the last years it has increased its student population, today it has around 150 students. Despite being a small town, its close connection to tourism makes this institution the perfect place for a reinvention of English classes. In this case, the thesis focuses on eighth grade students ranging

from 13 to 15 years old. Most of the students do not come from the same town but from neighboring places such as Las Fincas, Palmar Sur, and Palmar Norte. In the academic field, the teaching of English is more academic than conversational, which I believe should change to improve academic and work opportunities. It is not a town of major economy, but it has all the necessary services, and its institutions are really well-equipped waiting for a better use of these.

### **3.7 Instruments: Questionnaire and Interview**

The questionnaire is a document consisting of a set of questions that in this case aims to verify whether the recipients use and/or know the importance of technological tools and the Internet in the academic environment. The questions of the questionnaire should be clear and concise, allowing the recipient to answer with a simple yes or no. On the other hand, the interview is a more elaborated document in which two or more people have a conversation formed by reflective questions that are answered in a more extensive way by the interviewee. In this case, the questionnaire has an extension of 10 questions and the interview has 7. Both the questionnaire and the interview do not focus on how to improve communication skills in the classroom, but on the management and importance of the tools to be used. The questions are related to possible misunderstandings, beliefs and other things surrounding the use of technological services in the classroom and in lesson planning.

## **CHAPTER IV**

### **RESULTS ANALYSIS**

## 4.1 Results

This chapter was initially aimed at data collection as it was the practical part where we had to go to validate our work by taking the opinion of a large administrative and student population. Due to the pandemic situation this chapter will be backed up with extensive research of similar work or writings that are associated either in a positive or negative way. Similar points of view, contradictions, relevant studies, or studies like this one will be collected in order to create a firmer idea of what could or could be obtained with this work.

## 4.2 Similar Points

A topic as extensive and famous as technology and the Internet is always going to have a lot of information, in this case we will mention some points found that are like our ideas and objectives with this research. This in order to support our theories about the fact that including technological tools and the Internet in classes can significantly improve communication skills. Among the similar points found are better classroom environment, facilitation of planning, simpler language acquisition process, fostering innovation and open learning for all.

### *4.2.1 Better Educational Environment*

Many other authors have written in different research, articles or essays about the positive changes that are visible in a classroom when integrating technological tools and internet. Most of them affirm that by creating more dynamic classes in accordance with the technological present we live in, it motivates students to get involved and have more participation in their own knowledge. In fact, some students from the University of Seoul affirm that “Various learner preferences and needs can be supported by the ever-present and multifunctional features of mobile technology, which make it possible to personalize learning experiences and effectively interact with others” (Kim, Yi, and Hong, 2014, p.1). On the other hand, a student from the University of Oregon did very interesting research on the integration of technological practices in the classroom, concluding her work by mentioning that “Opportunities for learning in social networks supports the student experience and enhances growing capabilities for effective collaboration” (Scalise, 2016. p.62). As also mentioned by author Saxena (2013) “When a teacher adopts technology in the classroom to aid him in teaching, he is able to create learning experiences that complement each other whether the students are learning online or are present in the classroom physically” (para. 7). To conclude with this first point, for Dr. Bolden (2019) it is very clear the idea that:

As teachers compete with social media, they must learn to effectively use technology to increase student engagement in a productive way. Engaging students in the learning environment with technology provides opportunities for a sense of community, accessibility, support, motivation, interest learning, and self-regulation. (Bond & Bedenlier, 2019, para.2)

#### ***4.2.2 Planning Facilitation***

The work involved in teaching a second language is no secret, which is why many authors have found that the use of these tools considerably facilitates lesson planning and development. Students at the University of Ghana initiated arduous research where they explain how technologies improve the planning and effectiveness of teaching.

Additionally, developing online and offline learning resources using various learning management system software have become some of the key competencies of modern-day teachers. Searching, locating, and categorizing knowledge and information via the internet have opened new vistas in the implementation of flexible learning strategies. (Boateng, Tutu, Boateng, 2021, p.101)

Similarly, a Doctor of Education in Georgia, Geladze (2015) mentions “The usage of informational-communicative technology gives us many opportunities to expand greatly tutoring-teaching and educational-management abilities” (p.68). There is a lot of research around the many pros that the use of technologies and the internet have for the planning process but most of it supports what researcher Meador (2019) says “The Internet is the greatest teaching resource ever made. There are lots of excellent ideas from other teachers floating around that you can steal and utilize in your classroom” (para 12). Most of the information read points to the fact that with these tools you could create and recreate.

#### ***4.2.3 Easier Language Acquisition***

There are many researches that have solid arguments to validate the effectiveness of technology and the Internet to facilitate the process of acquiring a second language. To begin with, a professor at the University of Kansas, Costley (2014) begins his research by mentioning many points that undoubtedly make a difference in the teaching and learning process.



Technology has a positive impact on student learning. Technology causes students to be more engaged; thus, students often retain more information. Because of the arrival of new technologies rapidly occurring globally, technology is relevant to the students. Technology provides meaningful learning experiences. Technology also provides hands-on learning opportunities that can be integrated into all school curricular areas, including mathematics, reading, science, and social studies as well as other academic subjects. It gives students opportunities to collaborate with their peers resulting in learning from each other. These factors combined can lead to a positive impact on student learning and motivation. (p. 3)

Claims like this professor's there are many, for example, in 2018 three PhDs from the University of Bahrain teamed up to write a research paper in a Turkish newspaper where they claim that the use of technology in formative assessment significantly improve student learning.

The integration of technology in classrooms becomes a necessity for effective teaching that improves learning, especially in the 21st century; where the road to motivate and encourage students to learn is paved with their passion to technology and digital tools. (Elmandi, Al-hatami, and Fawzi, 2018, p.182)

To conclude with this point, a student from the University of Portland presented a thesis based on technology-based classes where he argues very well that the use of this approach considerably improves the process of students learning English as a second language. Thus, Diallo (2014) affirms that “Technology-based learning environments tend to motivate learners. Particularly, research supports that technology can help ELLs build self-confidence, reduce anxiety, and acquire the language faster than learners who are in a stressful and less motivating environment” (p16). A comfortable and pleasant environment for students is essential if knowledge is to be given and received successfully.

#### ***4.2.4 Inclusion Brings Innovation***

Inclusion in a classroom is vital to carry out the teaching work, looking for effective ways to approach each of the students is fundamental to fulfill the objective of transmitting knowledge. At a University in Italy, Penesi, Bocconi and Ferlino (2020) wrote an amazing article where they argue how the inclusion of technologies creates a more inclusive environment for students allowing them to achieve their goals no matter what their needs are.

Other authors have stated the following:

In considering the matter of students' well-being and inclusion at school, it is fundamental to understand the role and impact technology may have on these two dimensions. Evidence suggests that technologies offer opportunities for inclusive education, helping in particular to prepare learners with specific needs (related to disability, immigrant background, and socio-economic disadvantage) acquire skills that enable them to integrate into education and society as well (e.g, Benigno\_et.al 2019).

A teacher prepared to transmit knowledge to each of his or her students is one who seeks creative and different ways to reach them, creating an environment that is enriching and feasible for all. Students exposed to a creative teacher are influenced to create as well as Seechaliao (2017) mentions "Good quality innovation in education could make learners learn more in a shorter time and could promote learning competence" (p.201). In the same way, a research faculty in Malaysia concludes that "The teaching and learning with ICT specific in internet accessibility will make the teaching and learning knowledge borderless and create a virtual learning environment for both teachers and students" (Ghavifekr, Razak, Ghani, Ran, Meixi and Tengyue, n.d, p.40). With this we conclude that an environment full of innovation and educational competition creates students and teachers more prepared for this technological time and for a totally intelligent future.

### **4.3 Contradictions**

Despite the current situation there are still people who for valid reasons do not believe that technology and the Internet are the best allies for teaching. Not everything in this life can be good so to start with some cons of this work we are going to talk about the most common problems that its inclusion can create in students and even teaching staff. According to Roberts, Yaya and Manolis (2014):

The present study makes several contributions to the literature in this area of research. It is the first to investigate which of a wide range of cell-phone activities are most closely associated with cell-phone addiction. Research in this area is critically important given the pervasive use of cell-phones by young adults, especially college students. An addiction to one's cell-phone can undermine academic performance as students use their cell-phones to "remove" themselves from classroom activities, cheat, and to disrupt their studies. The

negative impact of cell-phone use on performance transcends the classroom and can impact workplace performance not only for students but for employees of all ages. The conflict caused by excessive cell-phone use impacts relationships among and between students, between students and their professors and parents, and between students and supervisors at work. Cell-phone addiction may also be an indicator of other problems that require attention (para.9).

On the other hand, some students from the University of Arizona developed research where they touch on the main points that go against technology and the Internet as key tools for teaching. Johnson, Jacovina, Russell, and Soto (n.d) explain in detail the barriers to optimal technological development:

First, we address issues surrounding insufficient equipment or connectivity, termed the access constraint. If a teacher's school does not possess adequate computers and fast internet connection, the implementation of educational technology is not feasible. Next, we introduce the challenge of inadequate training related to technology. If teachers are not provided effective professional development on new technologies, they will not be capable of using it to its full potential. Finally, we discuss factors related to the support constraint. Support barriers to technology integration include inadequate technical support and administrative/peer support. (para.4)

#### **4.4 Research Related Studies**

In this part, several topics and works relevant to the research that in one way or another influenced and / or helped the development of this research will be mentioned. Technology and the Internet as solid supports for giving and receiving knowledge and the importance of improving students' communication skills are some of the main focuses of the following research. As mentioned by Pasupathi (2012) "There are many technological tools that could be used in classrooms to improve English as well as the technology skills of the students" (p.126). Preparing students for the management of technology is one of the most relevant points in this research because as mentioned in an article by Penny, J., Fordham, I., and Goddard, T. (2014) "To remain competitive we need people who can manage, develop and invent the systems that will drive our economy. The vast majority of jobs and services in the future will require knowledge and understanding of technology" (p.6).

As mentioned earlier, even before the pandemic, we were already living in a technological age in which people of all ages were using technology at a high rate. Therefore, preparing students to learn how to use technology productively is vital. The endless resources that technological tools and the Internet provide could undoubtedly facilitate one of the most difficult parts of managing a second language, which is communicating. Al-Muwallad (2020) mentions that:

In order to be effective in integrating technology into the classroom, teaching must be seen as a way to promote learning and to see learning as a set of processes that lead us to change behavior in the quest for new knowledge. Using the web as a distribution tool to deliver rich multimedia content from the facilitator to the learner is one way to build a dynamic classroom experience. (p.30)

**CHAPTER V**

**CONCLUSIONS**

## 5.1 Last Steps

The finalization of this work leaves us with a myriad of emotions, opinions, and new knowledge. It is a pity to have given life to this work without having had the opportunity to go to an institution to test our hypotheses or theories but on the other hand, it was very enriching to spend so much time reading the work of other people who, like me, believe in how amazing the educational process could be with a change. We live in a time in which technology and the internet are the educational, economic, and social support of an entire generation and as teachers it is of utmost importance to be aware that these tools are no longer just resources for remote use but are the daily accompaniment of the entire world population.

The technologies we have now are countless times better than those that existed a century ago, which makes us think, what does the next century have in store for us? It is understandable that many people do not feel comfortable with the fact of updating to the technological times we live in, but I really believe it is impossible that in the following years we will return to the old patterns. Today, it is the duty of teachers to train every day to prepare this and future generations for all the evolution that awaits them, innovation, technological and academic growth are processes that require dedication, time and effort, teachers must be aware of the importance of this to be able to be educated and educate.

### *5.1.1 Conclusions Obtained*

- There is a very large teaching pattern in the Costa Rican educational system, teachers are aware of the educational possibilities they have at hand but always continue to work in the same way.
- Despite the fact that most of the institutions in the country have technological tools, their use is very limited, even less so for teaching English.
- The lack of teacher training is one of the main reasons why the use of technology is limited in the classroom.
- Even today, the Internet and technological tools are seen as simple entertainment resources and not as educational sources.
- Social networks can undoubtedly be a functional educational tool as well as fun, different and appropriate for the times in which we live.

- It is not necessary to be a “computer” teacher to be able to teach our students how to use PowerPoint, Word, Excel, among others, while teaching them the English language.
- Creating an innovative environment will motivate students to innovate as well, being creative when creating classes can make a difference in student participation.
- Including technological tools in our methodology will undoubtedly help to create more complete lesson plans and the development of the class will be more organized and prepared.
- The Internet and technology can be used in the classroom without creating dependency in the students and without appeasing their critical and analytical thinking.
- Helping students create a productive link between technology and learning will motivate them to learn even outside the classroom.
- Keeping students engaged in the classroom is one of the main allies to a more successful language acquisition process.

CHAPTER VI  
RECOMMENDATIONS



## 6.1 Recommendations

After everything written above as recommendations, there is not much left to say because at this point it is very clear that technology and the Internet are nothing more than allies for us teachers who should always try to leave teaching to all those people we have in our charge. For this reason, I believe that including these tools will only give them the opportunity to acquire more knowledge while achieving our goal, which is to communicate in the most efficient way possible.

- One of the most important recommendations would be to be in constant training, if the institution where you work does not provide this, thanks to technology and the internet you can self-educate yourself.
- Be open to listen to suggestions from the students about what they would like to see/do and what they would not like to do to have more attractive material for them.
- Be clear that if there is no Wi-Fi connection you can still get a lot out of the technological tools in the classroom.
- Take the time to talk to students and help them understand the importance of language and how essential it is for them to be engaged in their own teaching.
- Try to be creative and innovative, always look for ways to do things differently to make it easier to get students' attention.
- Taking the necessary time to leave a solid knowledge is very important, many times to complete a planning the student is overloaded with things that he/she cannot retain because there is too much information at once or because the topic does not seem relevant at all.
- Taking the time to get to know the students and their needs, strengths and weaknesses will always help to plan better classes for everyone.

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**Annexes**

**Chapter 3: variables**

**Socio Economic Condition**

## Tell me about yourself

...

\* Required

1. What is your full name? \*

Enter your answer

2. Where do you live? \*

Enter your answer

3. Which members of your family do you live with?

\*

Enter your answer

4. What does your legal guardian(s) do? \*

Enter your answer

5. Do you have access to technology tools such as cell phones, computers, etc?

\*

Enter your answer

6. Do you have Internet access in your home? \*

Enter your answer

7. Have you been able to participate effectively in classes this past year during the pandemic?  
yes, no and why?

\*

Enter your answer

Submit

## Teacher Training

# Teacher Training

...

\* Required

1. What is your full name? \*

Enter your answer

2. How long have you been teaching? \*

Enter your answer

3. Do you regularly use the Internet and technological tools to prepare and develop your classes?

\*

Enter your answer

4. During your time as a teacher, how much training have you received to use these tools?

\*

Enter your answer

5. Do you consider that you are able to use these tools and teach students how to use them?

\*

Enter your answer

6. As a teacher, do you keep yourself constantly updated or have you stayed in your technological comfort zone?

\*

Enter your answer

7. Would you like to receive better and continuous training in these areas?

\*

Enter your answer



## **Instruments**

### **Questionnaire**

1. Do you consider that the technological tools came to facilitate the teaching process?
2. Do you consider that entertainment technologies can be used for learning?
3. Do you think that if the student uses the Internet and technological resources, he or she loses the ability to rationalize and think critically?
4. Do you consider that technological tools are very helpful to create more innovative and dynamic classes?
5. Do you regularly use similar technological tools such as Word or Power Point to develop your classes?
6. Do you constantly use Internet access to search for information and/or other resources to create your lessons?
7. Do you believe that teachers receive the necessary training to efficiently manage technological resources?
8. Do you think it is necessary that the teaching staff knows how to use the technological tools and at the same time teach their students how to do it?
9. Do you think that the Costa Rican education system needs to update its teaching pattern and start innovating in the classrooms?
10. Do you think that much of the knowledge you possess and have been able to transmit to your students has been thanks to your exposure to technological services and Internet access?

### **Interview**

1. Do you consider as a teacher that you are using the technological tools in the most profitable way? yes or no? why?
2. Do you think that the lack of innovation in the classrooms is due to the fact that the educational system does not provide the necessary services or is it just that the teacher does not want to leave his or her comfort zone?
3. Do you consider it real that the use of technology dehumanizes the teaching process? Yes or no? Why do you think so?

4. If you could return to the traditional educational system, would you leave aside all the options offered by technological services and the Internet? Yes or no? why?
5. What do you think of colleagues who refuse to use technological tools in their classes?
6. Do you think the use of technological resources and the Internet in the classroom is bad or should you just find a productive way to use them?
7. What do you think would have happened to education field this year if technological tools and the Internet did not exist?