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User experience framework for teachers using mobile technologies in resource-constrained environments

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Abstract

The use of mobile technologies at schools in teaching and learning is emerging, enabling teaching and learning to happen anywhere anytime. CSIR implemented a project in resource-constrained environments schools specifically in Gauteng, Limpopo and Northwest Province in South Africa. Teachers were trained to use mobile technologies in teaching and learning. The study focussed on identifying the components and factors that may have an influence on the user experience (UX) of teachers using mobile technologies in a resource-constrained environment. The study used an explorative qualitative research strategy to explore the users' opinions, beliefs and perception through a questionnaire, where a thematic analysis approach was applied to analyse the qualitative data. The paper proposes a user experience conceptual framework for teachers using mobile technologies.