

Paperless Publication: Surveying the Shifting Shape of Campus Journalism

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Abstract

The traditional procedures of campus journalism have been greatly affected by the current situation brought by the pandemic. Thus, the goal of the present study is to explore the changes in campus journalism from traditional to digital publication. It specifically intends to determine the adjustments and modifications adapted; the effect of certain changes in the quality, efficiency, and relevance of the campus paper; and the significant shift on the student readership. Moreover, the study aims to explore the themes that emerged from the findings. To meet the objectives of the study, qualitative descriptive (QD) approach was used to describe the experiences, challenges, and perspectives of the participants. Interviews were conducted to gather the needed data from the participants who were selected using purposive sampling technique. After the data were analyzed, findings reveal that student journalists find working from home more convenient and manageable. There have also been a lot of improvements in the articles in terms of grammar and structures, layout designs, topics and issues. Readers can also access various news and information through online media platforms. Furthermore, six themes have emerged in the study: Changes in editing and submission of reports in the New Normal; Distribution of workloads among members of the Editorial Board through online; The quality of outputs in online vs. printed publication; Work-from-Home (WFH) arrangements of journalists; Identifying new and trending topics; and Comparing student feedbacks and engagements.

Keywords: Campus journalism; Digital publication; School papers

Introduction

Human history started when man learned the art of writing or transcribing which allowed him to record every detail of human activity that led to civilization, industrialization, and modernization of the society. Writing, as an ancient activity, paved way to a lot of discoveries and breakthroughs. Among its many aspects is journalism. Traditionally, the concept of journalism can be traced in Rome when news articles were recorded in a periodical called "Acta Diurna" way back 59 B.C. (Encyclopedia Britannica, 2017).

Similarly, early journalistic references were recorded during 'Tang Dynasty', between 618 A.D. to 907 A.D., when a Chinese court report called 'bao' was issued to government officials to keep them informed of relevant events. This practice has continued in different variety of forms and identifications.

However, the first known news publication started in Germany in 1609 whereas the first published paper in English language was known as the 'Weekly Newes'. In 1702, The Daily Courant, was the first paper issued daily for the public.

Through time, it has been observed that journalism has evolved based on the way how the society needed it for any specific purposes. Conceptually, journalism is the gathering, organizing, and distribution of current events that includes features and opinions through various print and non-print media. In schools and universities, it is included under the bracket of extra-curricular activities and student programs and organizations.

As a specific discipline, campus journalism has been an integral aspect of the holistic development of learners in a community-based approach. It plays significant role in the academe (Molyneux & Zamith, 2020). In addition, campus journalism provides student journalists the opportunity to practice their skill and craft and be able to share their thoughts and insights about certain issues.

School publication for students served as the main platform where student journalists would be able to showcase their journalistic skills both in technical and literary writing and creativity. According to Terry (2013), a student publication is a media outlet such as a newspaper and magazine produced by students in school. These publications usually cover local and school related news. However, they may also write about national or international news.

Further, campus publications serve as both a platform for community discussion and an opportunity for those aspiring writers to develop their journalistic skills. Such publications report news and opinions of students and may support advertisements of student organizations. Apart from these, student publications also serve as a voice of studentry on certain issues (Cass, 2002).

Buckingham (2000) highlights that since the beginning of the 20th century, with the emergence of internet accessible devices such as computers and smartphones, many schools have started offering digital issues of their publications in addition to printed copies. He added that, due to digital online contents, student publications are now available to a much wider audience than before. With the number of student publications shifting to online, production is faster and cheaper and content is more accessible to the student body.

Therefore, as printed student publications become more and more scarce and move online to fit the news needs of students today, student newspapers will run into several issues such as the increasing demand for new content. Though a once a day or even once a week update was once acceptable, students will soon demand real time information. This increasing demand will require more time and effort by the staff.

In the Philippines, student publications are as old as the public school system. As cited from Cruz (2010), student publication was just an ordinary extracurricular activity until the country adopted it from the Americans as a technical and integral part of schools.

Fast-forward to current situation, when everything has changed in just a blink of an eye, where pandemic has drastically overruled almost, if not, all human-related activities. The spread of COVID-19 virus resulted to major paradigm shifts as there are a lot of businesses that shut off, deferred regular public operations, and university and school suspensions to ensure public safety.

As Watt et al. (2002) ironically noted, “Journalists usually report on crisis, but the Covid-19 pandemic places journalists, like everyone else, in the crisis.” With this incident, modern terms and concepts surfaced most especially in the internet world such as ‘frontliners’ and ‘new normal’.

However, despite closed campuses and social distancing, student journalists are coping with new trends in the New Normal committed to function in their duties to their communities.

According to Jarrar (2020), one of the greatest challenges mentioned by student journalists is getting information and updates within the campus community when there are limited school events and activities.

Lockdown situations ignited several school publications to maximize the use of social media as a platform to reach their clientele – their fellow students.

As cited by Jarrar (2020), the Washington Post confirmed that student journalists across the country have been working even with the pandemic outbreak: “they’ve diligently chronicled the impact of the virus on their communities — even as they found themselves losing advertisers, unable to access their newsrooms and unsure when, or even if, they’d be able to return to school.”

In the Philippines, due to Luzon-wide Enhanced Community Quarantine (ECQ) declared by President Rodrigo Duterte on March 16, 2020, state universities and colleges were suspended following public health protocols and guidelines. This incident has greatly affected the educational landscape including campus journalism since traditional operations of school publications are paralyzed. Publication procedures consequently change particularly in assigning of tasks and in editing and submission of articles. This prompted the researchers to explore the changes and describe the experience of students in campus journalism that starts to shift from traditional print to digital media.

The general objective of this study is to explore the changes in campus journalism from traditional to digital publication. Specifically, the study seeks answers to the following questions: (1) What are the adjustments and modifications adapted in the new publication procedures; (2) How do the changes affect the quality, efficiency, and relevance of the campus paper; (3) What is the significant shift on the student readership; and (4) What themes emerged based on the findings?

Materials and Methods

The researchers used qualitative descriptive (QD) approach to describe the experiences, challenges, and perspectives of the participants regarding the topic. As stated by Hall and Harvey (2018), qualitative research centers to the distinction between individuals and intends, from the perspective of individuals, to accumulate comprehensive information about specific topic. It is attained commonly by interviews or focus groups. These ways permit the participants to say or speak dynamically and expansively about a specified topic.

The researchers used purposive sampling technique in selecting the members of the editorial board as participants of the study. They were primarily selected because of their experiences that meet the objectives of the study. The following qualifications are the specific criteria in the selection of participants: (1) active member of the editorial board of a university and college publication; (2) has served the campus paper before and during the lockdown; and (3) 18 years old and above.

The study used interview as the primary tool in gathering the needed data. A set of questions was prepared to explore the changes in campus journalism from traditional to digital publication. Kumar (2005) views interview as the most suitable approach when studying complex and sensitive areas since the interviewer has the opportunity to prepare the participants before asking them sensitive questions. Prior to the interview, the questions were validated by experts who have relevant background. Moreover, before the actual interview, pilot-test to non-participants was conducted to ensure that the questions are clear and understandable.

The researchers organized a schedule to interview the qualified members of the publication. They were asked relevant questions and were guided accordingly to ensure the collection of necessary data. After gathering substantial information from the participants, the data were analyzed using Thematic Analysis, a qualitative method that is used to develop concepts and identify themes by studying printed and verbal materials (Clarke & Braune, 2018).

The rights and welfare of the informants are the primary concern in the duration of the study. The researchers made it clear that their participation is on a voluntary basis and they are free to withdraw from the study at any time. Moreover, their responses and personal information will be confidential in accordance with Data Privacy Act of 2012 and other relative existing laws.

Results and Discussions

Based on the analysis of the responses, the researchers have come up with six (6) significant themes.

Changes in editing and submission of reports in the New Normal

When asked about the changes in terms of editing and submission of articles they are experiencing this New Normal, participants have diverse responses.

Most of the participants describe their experiences this New Normal as “more convenient” and “more lenient” as manifested on the following:

“...tasks are a bit more flexible...”(J3)

“More lenient compared to pre pandemic years...” (J4)

“submissions and editing process are being done virtually so it is more convenient in many ways.” (J7)

With the public restrictions and suspension of face-to-face classes among schools, Anderson (2020) quoted that “their work is needed now more than ever”.

Relatively, student journalists at the University of Maryland, USA published on their newspaper, The Diamondback, on its last print edition on March 9, the front page reads, “It’s Not Good-bye, It’s See You Online.”

In view thereof, Brenan (2020) said that Maryland’s paper of record had decided to move to exclusively digital reporting months earlier, but the final front page “ended up ringing really true” to the experiences of the thousands of students displaced by the spread of COVID-19, which has quickly become the biggest news story of their lives to date.

Based on their answers, it could be inferred that sudden change to online transactions makes it easier for most students in terms of managing their time to complete both their academic and non-academic tasks. Actually, others saw the brighter side of working online:

“There are no involved hardcopies in editing and submission since we are prohibited to meet each other.” (J2)

“Before, we used to print or write them out and pass them to the Higher E-board or Section Heads” (J8)

“It is easier since we just have to type it and click once to send it to the adviser, and grammars can be corrected” (J9)

As mentioned by the participants, there are obviously a major cut to their resources and expenses since they do not have to print several drafts and materials before even publishing it. It has become more efficient for them to do the transaction within the Editorial Board since they are using various online media platforms both for submissions and editing of articles.

More so, other participants mentioned that even before pandemic, other members of the publication were already utilizing the use of social media platforms for faster online transactions.

“Even when there are still face-to-face classes we are already utilizing online submission as our platform, considering the availability of both ends”. (J3)

“...before pandemic, we were using technology in writing articles”. (J6)

Noteworthy to say, one of the participants mentioned about the challenges of establishing rapport with other members in the publication which may affect their motivation and performance.

“wala rin po yung bonding together with other staff...” (J5)

Aside from the workloads per se, one of the participants emphasized the importance of socialization in one organization. This is relative to the anecdote published by Angco (2021) when she said that despite the fact that the digital sphere has connected people with one click, it has also disconnected us from the importance of human presence, and journalism is a profession that requires human interaction to capture the essence of a story.

True enough, student journalists have diverse perspectives and experiences with the sudden shift to the New Normal. However, their goal to serve, inspire, and influence remained as they always look forward to meeting their goals and publishing stories and articles for their readers – their fellow students – thru online or printed materials at that.

Distribution of workloads among members of the Editorial Board through online

Apparently, in terms of distributing and collecting assignments from the staff, participants mostly agreed that these are quite “challenging” considering the gadgets and internet connections of members. Usual scenarios are when there is an urgent task to announce or to do, other members are on “cannot be reached” or offline status.

“It is pretty challenging considering that it is an increased usage of online gadgets”. (J2)

“...the assigned writer may not be online to response once you chat [them]” (J1)

“Based from my experience, it is harder than I thought because not all of the members are attending the virtual meeting and also, they are not getting involved about what was happening in the board” (J9)

With the current global crisis, Philippines remained to be one of the countries with slowest internet speed. Also, in the study of Salac and Kim (2016), Philippines is seen as one of the countries that has an expensive internet connection cost. With the government recent actions to closely monitor local Telco companies to improve their services, as a third world country, poverty is still a major cause for wireless accessibility.

Likewise, student journalists encounter difficulty in dealing with their academic and journalistic workloads at the same time.

“Juggling your academic and journalism during face to face class is already difficult and tiring...” (J5)

“The distribution of tasks and duties were more convenient through chats and other means of private conversations. However, they are often being delivered only or messages that are unread. According to the writers, it is because of the other school-related messages, specifically, from numerous group chats that piled up the recent messages. It was a challenge for me since I have to remind it to them and confirm that they have read and understood it” (J7)

Participant (J7) is pertaining to numerous group chats (GCs) in Messenger, Google Classrooms, etc. where students are currently enrolled or logged in. These apps and websites for texting, messaging, and communication make it easier for teachers and students to send out assignments, reminders, and progress reports and communicate with each other about academic and non-academic matters. However, there is a need for a consistent data and/or internet connection.

One of the participants offered another options to submit their works in a more convenient manner.

“Now all assignments are virtually communicated, and instead of paper printouts, we utilize online file storages (like Google Drive) and email” (J8)

To resolve the issue of missing someone during virtual meeting/ conference, a Google Drive folder is provided for everyone to see those who submitted their works and not. So, senior editors would always remind their junior staff to check the Google Drive every now and then for them to keep posted and updated.

Based on the analysis of responses, it only shows that internet and electronic gadgets seemed to be one of the most problems in terms of distributing and collecting workloads. With the time cut to instead of visiting the publication office during school hours, student journalists should now invest to gadgets such as desktop or laptop to make their work efficient plus a high speed or stable internet connection.

The quality of outputs in online vs. printed publication

In terms of the quality, structure of texts, designs, participants mostly agreed that technical and grammatical errors were minimized because of the growing number of softwares and utility applications available for use.

“Little to no grammar and structure errors were observed since most of the articles are already subjected to built-in grammar checkers of software” (J2)

“...online articles are of good quality due to some grammar-checking online platforms that the writers often use” (J7)

It seemed that writers would commit lesser grammatical mistakes and errors since everything is being done electronically. Though, one of the participants still reminded that technology has its own limitations.

“I prefer the printed articles because they underwent many reading and scanning processes, which are done by the writers because there are cases when they trust the technology that much that they don't check it themselves” (J7)

In the study of Yang (2018) on the efficiency of online grammar checkers, he noted that although Microsoft Word (MS Word) enables users to identify and correct spelling and minor grammar errors, its functions are confined to underline the problematic parts with some possible replacements, which lack educational comments. Distinguished from MS Word, recently other commercially available grammar checkers provide users with more informative feedback on these errors, such as SpellcheckPlus, Gingersoftware, Grammarly, and so forth.

Another good thing is that, based on the responses, the quality of online output has increased drastically in terms of its aesthetics, creativity, and design.

“The overall contents of the articles remain on the side of creative writing” (J2)

“And layout and design is much more creative now. During this quarantine, we were able to explore different themes, colors, textures and a lot of more” (J5)

“... all section editors make sure that our outputs are well-written and creatively designed” (J8)

Aside from resiliency, Filipinos are also known for being resourceful and creative.

In contrary to the aforementioned advantages of the New Normal, participants also mentioned the downside which comes with the situation.

While serving its purpose to be informative and can be accessible to all and since online comes with easy access for everyone, fake news and bluff information have been rampant.

“The quality of online articles in terms of content were more informative due to an easier access to information” (J7)

“Also, fake news and information are very rampant nowadays. As a responsible journalist, of course we have to filter if it is a facts and not” (J5)

Pillay (2017) described, fake news poisons the atmosphere that we all operate in. Because fake news exists, audiences are now doubtful about all news. It has really damaged the relationship between audience members and the media.

Further, one of the participants mentioned about limited contents and coverages of events for news and publication.

“However, in terms of content, we are limited to research-based articles and events done online (via Google Meet, Zoom, or FB Live) --though from time to time, we can generate character-sketch articles through interview. However, it is hard to accomplish articles that feature commercial establishment, tourist spots, and any topic that requires live coverages” (J1)

Since public health and safety protocols are being implemented and students are restricted to meet face to face, one of the participants mentioned that student journalists lack “exposure” to events coverage as compared to the traditional practice in campus journalism whereby correspondence will be assigned in a particular event for news coverage.

In an account published by Angco (2021):

“Given that the current set-up was difficult, our school publication adjusted some rules and regulations for its staffers to adapt and still deliver high-quality stories and content. For example, on-site coverage was no longer allowed to ensure the safety of the writer and source, even if vaccinated. Therefore, all of our coverage had to be done online...”

Relative to J7’s response, Angco story-told his experience noting that university publications really need to resort to online media coverages as strict public protocols are being implemented.

In an online post in Rappler website, the theme of this year’s CAMAF, ‘Amplifying the Role of Campus Journalists towards Press Liberty Amidst Pandemic,’ calls on the students to look beyond the awards and recognitions and embody the true essence of campus journalists despite all the challenges that hamper them from performing their duties as the “purveyors of truth” during this ongoing health emergency.

During the time of the pandemic, the public is hungry for more information, and more journalists are needed to take action in maintaining press freedom. Without journalism, the public will have a hard time knowing about the standard health protocols and the importance of vaccinations, at least until they get infected with the virus.

Work-from-Home (WFH) arrangements of journalists

Student journalists agreed that it is more ‘convenient’ and ‘manageable’ for them to work at home. They are vocal in saying that they can save more time and effort, need not to travel and hit the traffic.

“It’s a bit more convenient because we have more time to do a task” (J3)

“Yes. Since we have our own time, we can work to our assigned tasks whenever we want” (J5)

“Yes, it is more convenient online because it is somehow easier to manage my time” (J7)

“Yes, convenience wise, I didn’t have to travel to be in the office. All I have to do is to sit down on my workspace at home and start any task given to me” (J8)

Obviously, most of the participants have taken advantages of working at the comforts of their homes with flexible and manageable time to finish their tasks. In fact, according to Graham (2021), working from home allows students to have more autonomy over their schedules and teaches valuable life skills like self-advocacy, discipline, and time management.

In terms of adaptability in the situation, flexibility on the job is not a foreign concept for millennials and Gen Zers. In the 2018 Deloitte Millennial Survey, half of millennials and 44% of Gen Zers identified flexibility as “very important” when considering a job.

Notably, one of the participants mentioned about the convenience of using online platforms in any event since it can be reviewed and recorded for any other purposes.

“I would say it is convenient and manageable since a lot of the events to be covered also shifted to online platforms” (J2)

The Eztalks website published an online article in 2021 stating that with the rapid development of technology, especially with the maturity of video conferencing, more and more companies select video conferencing as their daily communication tool for connecting with their colleagues, customers, friends and partners in a convenient and effective way.

Video conferencing connects people in real time through audio and video communication over Internet who enables virtual meeting and collaboration on digital documents and shared presentations. Like all technologies, video conferencing has its advantages and disadvantages from different point of view.

In contrast, there were also participants who still value experiences and exposure to the outside world to be one of the ideal things a student journalist should experience during his or her residency in the publication.

“On the other hand, no, because student journalists thrive in interactions with other co-student journalists. I think this makes the job more enjoyable. Through interaction, we often help each other improve by sharing our expertise and knowledge from experience. Also, for photojournalists like me, it's inconvenient due to the limitation of space and environment” (J8)

“It will never be convenient to be a working from home as a student journalist because we need more exposure, learnings, and experiences from the world outside to do better articles that we can share to people” (J9)

With conviction, J9 insisted that journalists need these exposures and experiences to learn and share better output to readers.

Likewise, J8 emphasized the importance of working while sharing with the fellow journalists as it will help improve productivity, motivation, and healthy work environment.

This is supported by Gaskell (2017) when he mentioned that one of the biggest factors that contribute to the success of any business is whether or not its employees are able to perform together a team. With increasing competition, it has become extremely important to encourage creativity in the office, in order to improve productivity and promote healthy employee relationships.

Nevertheless, working in teams enables employees to be quicker and more effective in their work, as compared to people who work on projects on their own. Collaborating also makes employees more responsible, which goes a long way in raising their motivation levels, especially when teams work virtually.

Being caught in a situation where public health is at major risk, people were left with no choice but to work with the given and allowed resources. With the virtual set up, everyone is crying for help with their difficulties to endure all the challenges they have to face at hand.

Identifying new and trending topics

As regards topics to consider this new normal, majority of the participants are interested in writing about the current situation particularly the effects of the COVID-19 pandemic. As mentioned by the participants:

“Some of the topics we are considering are the challenges brought upon by the pandemic not only to the students but also with the people involved in the campus environment . . .” (J2)

“I am looking forward to write an article about the experiences of the pioneer batch of K-12 students, especially now that we're on our last year in college and we have a pandemic” (J3)

Because of the different challenges that confront student journalists, they are also concerned on the mental health of the people as specified by the following:

“I consider topics that involve . . . health awareness, and the effects of the pandemic” (J1)

“Topics regarding mental health . . .” (J7)

“The student in the new normal and the mental health during the pandemic” (J9)

The participants are also interested in politics because of the upcoming election as indicated by the following:

“Potentials' stand on today's politics, particularly the upcoming elections” (J4)

“Anything about the politics, lalo na po ngayong malapit na ang election. (J5)

“Topics regarding . . . and politics (J7)

It is also interesting to note that two (2) of the participants consider technology which apparently has played a huge part in dealing with the current situation as mentioned by the participants:

“I consider topics that involve digitalization, technology . . .” (J1)

“Election, Technology, credibility of media, online gaming, and online selling” (J6)

Evidently, technology has played an important role in responding to the novel coronavirus (SARS-CoV-2) and subsequent COVID-19 pandemic (Uohara, Weinstein & Rhew, 2020). Further, as mentioned by Starkey, Shonfeld, Prestridge and Cervera (2021), technology played a significant role in enabling teachers to teach students at a distance. Thus, topics that are relevant and useful in the present situation catch the interest of the participants.

Comparing student feedbacks and engagements

Interestingly, majority of the participants have observed that readers are more engaged in reading online articles as compared to printed materials.

“Yes. In my experience, we receive more feedbacks with our online posts. Usually with printed medias, we rarely get comments unless it is from our friends” (J1)

“Yes, I think they are more engaged since they now spend more time online and some of the posts that engage opinion about relevant issues has great engagement from readers since it is more convenient than the printed material, I think.

The readability of articles is really affected if compared to the printed media” (J2)

“Yes, since online platforms that we are using are all accessible for everyone” (J3)

“Readers are more engaged in reading online articles compared to printed materials” (J7)

“In this digital age, most readers my age spend more time with their gadgets than with editorial prints. I think due to that exposure, they engage more with online articles due to their accessibility and availability” (J8)

This is supported by Kaufhold (2010b) who pointed out that in a survey conducted by three hundred and twenty-two journalists, it was found out that the youngsters give more preference to online news rather than print news. Readership on all digital platforms has surpassed the number of readers in print. World Press Trends (2016) analysis estimates that at least 40 percent of global Internet users read newspapers online.

On the other hand, three (3) participants claim that readers are more engaged and interested in reading printed materials as compared to online articles as supported by the following:

“No, students in the online learning setup are too busy to read online articles. A physical paper is still more interesting” (J4)

“I think they are more engaged in reading articles that were printed” (J6)

In the study conducted by d’Haenens, Jankowski and Heuvelman (2004), the attention of readers to the news stories varies. No consistent reading pattern is evident and the print version readers do not read more than the online version readers. The difference between reading traditional print and online articles may thus vary depending on the readers’ preference.

In addition, their readers find reading online more convenient. Accordingly, reading online contents is easier. As stated by the participants:

“Convenient” (J1)

“Readers often say that online contents are more easy to read.” (J2)

“...so it is the preferred option compared to the printed ones” (J7)

“They find it convenient” (J9)

These responses complement the comments of the respondents in the study conducted by Mizrachi (2014). Accordingly, students' comments include reasons for favoring electronic format over print and mention additional drawback of carrying them.

Likewise, the creativity of the layout engages more readers as indicated by the participants:

"...They said that the layout is creative which attracts them to read the articles..." (J5)

"As usual, they will say our layout is cool, the content is useful, and the headline is good. So, reading is enjoyable" (J6)

With the advancement of technology, the newspaper is currently facing tough competitions from its online rivals. Chakkambath (2021) found in his study that changes made to newspaper layouts are need of the day by the younger generations. The reader's perspective is changing each generation which needs to be closely studied by the newspaper groups and plan their visual layouts to attract new readers and retain the existing readers.

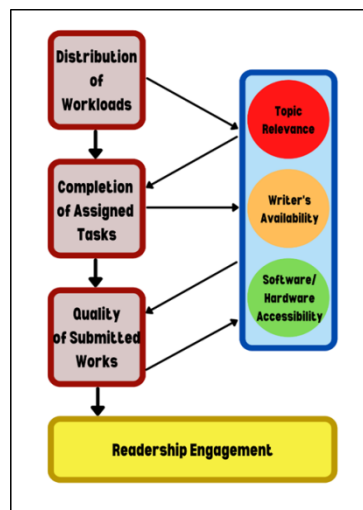


Figure 1. Proposed Campus Journalism Framework by Namit, Parico, and Magno (2022)

The framework shows the sudden shift from traditional to digital publication on campus journalism brought about by the pandemic that had birthed a lot of changes, starting with its production setup. Student-journalists working from home needed to do all procedures remotely - submitting, editing, proofreading, and revising articles until the final paper is ready for final production.

This paved the way to the improvements on writing styles of journalists, shortened working time, and wider and more accessible readership. On the other hand, exposure on campus events and socialization among student journalists have lessened. In addition, concerns on fake news have surfaced.

The three (3) brown boxes represent the theme that emerged as the main process of producing publications in campus journalism. The three (3) circles which are: topic relevance, writer's ability, and software/ hardware accessibility are sub-themes that show significant relationships playing important roles and factors that have to be considered in every step of the whole process. Lastly, the readership engagement as the spectators which consist of the students, teachers, community and other stakeholders of the publication.

Conclusion

Established from the significant findings, student journalists revealed that working from home is more convenient since they can manage their time both for academic and non-academic tasks efficiently and comfortably. They also asserted that there have been a lot of improvements in terms of the grammar and structures, more creative layout designs, timely and relevant topics and issues such as public information on health, technology, and even politics.

In addition, readers can have easy access to various news and information through online media platforms. However, fake news and information have also become rampant especially in the internet.

It is also interesting to note that some participants observed that lack of rapport, socialization, exposure, and experiences can affect their motivation and performance.

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