

## **Web Portals, Academic Activities and Social Relations at the University: A Literature Review**

### **Portales web, Actividades Académicas y Relaciones Sociales en la Universidad: Una Revisión de Literatura**

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#### **ABSTRACT**

##### **Keywords:**

Higher education, digitalization, distance education, teleconferencing.

This literature review article was made with a view to web portals in higher education, where it has been taking on great importance and value towards everything related to the web, because, with the rise of technology, the Internet, and digitalization, the university community is adapting to these technological evolutions and revolutions in search of modernizing their technologies, their web portals to provide access to different resources, whether information, academic activities, documentation, web links, among other things. On the other hand, to access them, it is necessary to have web devices, mobile devices or technological devices for academic and educational use at the university, in addition they are used for different situations in order to provide information to students, teachers, graduates, the community, etc. In particular, it was done with the aim of having the university community participate in these web resources so that they interact with web or virtual portals where it is intended that students learn about or relate to web or digital environments, and learn what gaps web portals have, the benefits of using them, how they are developing over the years, what the current debate about them is and finally the relevant topics.

#### **RESUMEN**

##### **Palabras clave:**

Enseñanza superior, digitalización, educación a distancia, teleconferencia.

El presente artículo de revisión de literatura se hizo con miras a los portales web, en la educación superior donde viene tomando una gran importancia y valor hacia lo relacionado con la web, debido a que, con el auge de la tecnología, el internet, la digitalización la comunidad universitaria está adaptándose a estas evoluciones y revoluciones tecnológicas en busca de la modernización de sus tecnologías, de sus portales web para brindar acceso a distintos recursos, ya sea de información, de actividades académicas, de documentación, de enlaces web, entre otras cosas. Por otra parte, para acceder a ellos, se hace necesario contar con dispositivos web, dispositivos móviles o

dispositivos tecnológicos para uso académico y educativo en la universidad, además se usan para diferentes situaciones con el fin de proporcionar información a los estudiantes, a los docentes, a los egresados, a la comunidad, etc. En particular se hizo con la finalidad, de que la comunidad universitaria sea participe de estos recursos web para que interactúen con portales web o virtuales donde se pretende que los estudiantes conozcan o se relacionen con los entornos web o digitales, y conozcan que vacíos tienen los portales web, los beneficios de usarlos, como se están desarrollando a lo largo de los años, cual es el debate actual sobre ellos y por ultimo los temas de relevancia.

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## Introduction

The present review article contains a literature review on web portals, and has been divided into four categories which are as follows: academic activities web portal, distance education web portal, university community web portal, digital humanities web portal. According to professionals in the field, over the years: communication students in Santo Domingo, have mobile and technological devices that they use daily in order to get information, for academic and social networking purposes, which makes them participants in the interaction with web portals or online, and this diagnosis is a means to collect information from students of the web portals they frequent most in order to guide students to use these technological devices to their benefit in education and turn them into researchers encouraging them to have skills, knowledge, skills and experience in the proper use of these web portals and / or web environments. (Breton et al., 2021). These categories are intended to answer the following four questions: What are the gaps in the subject? How has the subject evolved over the years? What is the focus of the current discussion? What are the relevant issues in these investigations? (Anaconda Ortiz et al., 2019). This is done in order to build a review article for the subject of the web portal with the objective of presenting and developing an exploratory method where a search of one hundred and eighteen scientific and review articles, books among other sources of information, through academic search engines which are: Google academic, Scielo, Redalyc with the purpose of searching for information, data, results, conclusions, summaries, discussions, etc. This was done in order to have knowledge and learn about the topic of the web portal to be able to answer the four questions above and the problem question which is: How do web portals contribute to academic activities and social relations at the University? According to experts, the quality management of university processes can be used as a classification methodology in decision making, processes, sub-processes, activities, competencies and others are indispensable for quality management in higher education universities. (Fernandez et al., 2019).

## Method

The objective of this article was to review the literature on the established problem question: How web portals contribute to academic activities and social relations at the University, using an exploratory method with a descriptive approach.

Information sources such as articles and books were used. Based on the definition of four search categories: academic activities portal (ninety-eight), distance education web portal (eight), university community web portal (five), digital humanities web portal (seven). A search was conducted using the above categories, three bibliographic databases were required, and one hundred and eighteen scientific and review articles were downloaded from a time interval of five years prior to publication. Of the articles found, ninety-nine were classified from Google Scholar, thirteen from Redalyc, and six from Scielo.

**Table 1**

*Description of number of items per year*

Databases/ Year	2019	2020	2021	2022	2023	<b>Total</b>
<b>Google Scholar</b>	30	30	27	7	5	= 99
<b>Scielo</b>	0	3	2	1	0	= 6
<b>Redalyc</b>	5	1	3	1	3	= 13
<b>Total</b>	35	34	32	9	8	= 118

*Note.* The databases and the number of articles per year are mentioned.

Source: Own elaboration.

Four questions were used to systematize the articles found: What are the gaps in the subject? How has the subject evolved over the years? What is the focus of the current discussion? What are the relevant issues in these investigations? (Anaconda Ortiz et al., 2019). Thus, four hundred and seventy-two systematized responses were obtained, of which one hundred and ninety-two responses to the four research questions posed in this statement were used for the results section results section.

## Results

### *Academic Activities Web Portal*

Firstly, the web portal does not have content platforms, it simply relies on social networks including Instagram and Twitter. Second, access to virtual content platforms is very limited for teachers and students. The third and last gap is that of being a limited portal in the processes of knowledge management, which generates almost impossible to do in this virtual modality, since, as the author refers, we are in the XXI century and a portal or a web 2.0 service that does not have educational platforms, and of obtaining knowledge is not functional. (Grimaldos Olmos & Paz Baptista, 2019).

Over the years, this issue of the role of the teacher serves as a link between knowledge and the student, online, asynchronously or virtually, and research has shown that students who have a teacher who receives them cordially, pleasantly and/or empathetically generally tend to perform better academically. Being in a suitable or pleasant environment, they show interest and when they are given feedback by the teacher, they will remember topics they have already seen. (Romero Alonso et al., 2023). Whereas, students and/or alumni who plan to drop out or drop out tend to have lower grades. In addition, it is established that the context or place where the student has studied before is not important to achieve a good academic performance. (Xavier Tigre Atienza & Vílchez, 2023). Over the years, it has been sought to enable a way to rescue academic data and information in order to translate it in a semantic way in the use of web technologies. (Coneglian et al., 2019). The objective is to have indicators of the educational process of each student belonging to this web portal that has the measurement of school commitment and the level of incomplete, successful or ongoing educational trajectory of each registered student. (Miranda-Zapata et al., 2021). The first gap found is the problem of connectivity infrastructure, in this case teachers have difficulty with the internet connection since the connection is of low quality, there are also continuous service cuts, most students do not have internet at home or cannot always connect, considering that this article was made in the Covid-19 pandemic. The second gap is due to the lack of hardware, so that there was no technological equipment such as computers, tablets, printers and cell phones, among others. The third gap is the lack of a virtual classroom at the university, and in cases where virtual classrooms were available, they were poorly designed or

incomplete (lacking information) and instructions on how to use them. As a fourth gap, the work/study overload and fatigue of teachers as well as students, since teachers had to document and do self-learning work because they had to learn to use digital tools by themselves, and to add also create schedules to teach classes virtually which led the teacher to extra work. This caused them stress, tiredness and fatigue. Fifth and last void the economic factor considering that teachers and students did not have technological equipment in their homes, this situation of isolation in the pandemic forced them to obtain an intelligent or technological equipment to be in the virtual classes, consequently they were forced to buy this technological equipment, internet expenses and software expenses to project the classes for a certain time. (Bordignon et al., 2023) As the author points out, for the post-pandemic it is very useful the information that can be collected in the pandemic and how these educational processes of teaching-learning through virtual environments are happening, to then be used for the benefit of university education. (Bordignon et al., 2023). Another gap discovered is that when entering the web portal the reading environment, in this case there are two environments the computer and mobile devices, it was obtained that readers who entered through the computer spent more time because the computer presents greater visibility or visual comfort due to the size of the screen is larger than the mobile device. (Nini Johanna, et al., 2019). There was a gap that was presented by the student since not being related to the educational portal he had to consult or browse other websites, so the student required training, and the objective sought with this portal is to help complete these gaps of the student to the extent that he can complete the task or perform the order. (Ruiz Martínez & Cuenca Arbella, 2019). This has evolved significantly over the years, taking into account that the use of audiovisual media is used with the purpose of educating young people and adolescents through audiovisual content on topics such as history, culture, science and heritage, so that they can obtain knowledge, knowledge and fostering their critical thinking. These educational web portals are also aimed at the cognitive development of the receiver. (Ruiz Martínez & Cuenca Arbella, 2019). These studies of student learning personality at the time of learning will serve for further research in the future with the purpose of analyzing and developing appropriate learning styles for college students. (Freiberg-Hoffmann et al., 2023). Next, the method used for quality management was found to be vacuous, since it arises from the variability of the criteria used to establish the consensus of specialists. (Fernandez et al., 2019.) Over the years, virtual fairs aimed at academia will be used for higher education through events in which web tools will be used to project and create websites or gather people to a conference virtually or online, for example: Google Meet, Google sites in this virtual fair, but there are also many more websites such as Microsoft Teams, Zoom, Skype, Google duo, Discord among many others. (Chanchí et al., 2020). On the other hand, when handling certain systems such as Linux, Arm or Sarpí, these operating systems are little known or practiced by teachers, which makes the task of teaching difficult, therefore, they should be educated, trained, but this would take more time. Additionally, students living in rural areas have to walk or take long distances to reach their institutions, which takes them hours to reach their institutions. (Lancheros-González et al., 2021). Over the years the development cards will increase technological competencies in students if implemented by the country, this card will support students and teachers to create or conceive technical, logical, informational and skills with virtual spaces. (Lancheros-González et al., 2021). Certainly, the localized vacuity is that there was no analysis of new technologies which would have meant more applications of artificial

intelligence in the dynamics of instructing the student to virtual reality. (Area & Adell, 2021). Today, in the XXI century, there is a technological, socioeconomic and cultural revolution due to the impact that digital technology is making, which emphasizes on educational systems, and is in order to cause a revolution of technology in the educational sphere therefore everything tends to do through web portals, websites, social networks, digital newspapers, news in the universe of digital technologies to bring students, teachers, principals and managers to a contextual environment of a digital and information society (Area & Adell, 2021). (Area & Adell, 2021). It should be noted that certain criteria were evaluated, among them the research carried out, academic results, library services, among others. This was done with the objective of evaluating and observing if the web portals had menus that allowed teachers, students, visitors, graduates, etc. to observe, have and access the university's information. (Vasquez et al., 2019). For many years, findings have been presented on the adoption of information and communication technology in institutions of higher education from 1991 to 2021. (López-Sánchez et al., 2022). Consequently, the fabrication of contributions by young people was presented, to this extent the digital skills of students were investigated during Covid-19, where virtual education is connected to academic digital skills (Castañeda-Camey et al., 2022). Meanwhile, the lack of information and orientation of the curriculum of studies, about the academic processes, the university induction before the beginning of the university academic activities, in this part is where students are disoriented or lost in the processes to be followed in the academic field. Meanwhile, guidance from teachers is minimal, very few give guidance on how the university works academically and its system of evaluation, communication and implementation of activities, in order to achieve the adaptation of the student to the university environment causing less desertion, fewer students with poor school performance, less misinformation, less loss of courses and / or subjects. (Alcarraz-Curi & Sanchez-Huamaní, 2021). The main motive of this literature review is to put an end to misinformation in universities through a plan in which professors and teachers orient students about university activities and academic activities. (Alcarraz-Curi & Sanchez-Huamaní, 2021). Simultaneously, more gaps were discovered, first of all, low-income people do not have the technological resources and economic resources which leads to a significant loss of connection to classes and education in rural and urban areas. Secondly, although 93% of Peruvian patriots have internet, it is used for entertainment, fun or to pass the time, this means that young people and adolescents are not using these sources of information or web portals for their technological and/or digital education because the government and governmental entities have not taken action on these issues of technology in education. (Parco & Prado, 2021). This presents an approach to the implementation, use, interaction, adaptation and acquisition of new technological knowledge, in order to educate and promote digital education in Peru. (Parco & Prado, 2021). According to experts: Half of the students surveyed spent more than 1 hour on social networks, internet, web portal, audiovisual content, playing video games among other things, in this study was evaluated 6 years with the following question: How much time do you spend surfing the internet? The results showed that students tended to spend more than 9 hours a week on the internet and where the mobile device was the most used by them for their daily activities. (Olmedo et al., 2021).

### ***Distance Education Web Portal***

Lack of knowledge of teachers and students in digital skills, lack of preparation in technological skills and lack of digital literacy is very common in the 21st century. (Bossolasco et al., 2020). As the years go by, the retention and assimilation of the application of technologies in teachers and students for the new technological century is taking place, because it is necessary to have technological knowledge for a good work, academic and social performance. (Bossolasco et al., 2020). Distance education has a difficulty with those professionals who live, work and are located far or far away from urban areas, so they have difficulties or problems when connecting to the Internet and also in the economic field, living in remote areas this affects them in their area of professionalization. (Leonidovych et al., 2021). Distance education has been gaining greater recognition and indispensability in today's Internet world, considering that these online systems allow students, teachers, visitors, administrators, community, among others. A broad service through the use of web portals that universities have where society in general participates, allowing students to have access to courses, events, forums, activities, electronic library, among many other things. And these tools or web portals allow the student to obtain the learning material, and consequently they can develop more skills, more mechanisms for learning and understanding. (Leonidovych et al., 2021). The line of research is disciplinarily fixed, locally, strictly in one country, this causes that the Information and Communication Sciences are limited because this literature review has the functionality of knowing the academic community dedicated to this function and to investigate in the field of web portals focused on communication in the country of Chile. (Lazcano-Peña & Reyes-Lillo, 2020). Other responses suggest poor school leadership, Internet network failures, lack of appropriate technology. (González & Delgado, 2020). Good results were obtained, but some students are falling behind educationally. Since there is an educational gap in the most salient aspects of education due to the lack of technological tools, such as internet and computers, and the lack of digital skills of many parents, but also on the part of teachers. (González & Delgado, 2020).

### ***University Community Web Portal***

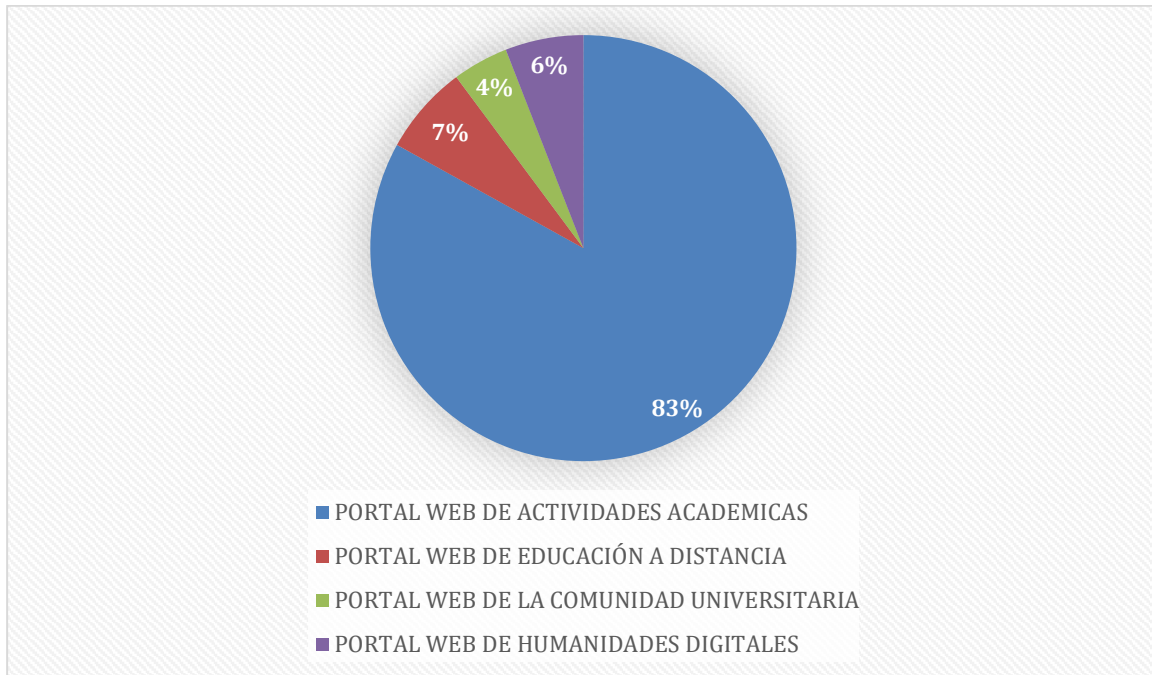
The web portals of South American universities are too many one of these portals have a bad design of HTML or XHTML code throwing code errors and consequently not fulfilling the designed function which is to be a web portal that can be sustainable, accessible and that meets the requirements and criteria of Webometrics to be popular, complete, safe, and with this can have participation, positioning, security and can be trusted by its users. (Urdiales Toledo & Campoverde Molina, 2020). The absence of guidance on the essential data requirements required by higher entities (Morales Vargas, 2019). Well, over the years it has been taking adoption in Chile, although the other neighboring Latin American countries have not joined this trend, but instead Europe and North America do have complex web portals or well developed for the publication of data in free formats, which makes publishing something very difficult because of the laws, and the strict degree of compliance required. (Morales Vargas, 2019). Web portals in South America have been having inconsistency with respect to compliance with the laws of Webometrics 2.0 this non-compliance would lead to economic and legal sanctions to universities that have in their web portals: failures, lack of criteria and lack of compliance with the laws

established by Webometrics 2.0 (Urdiales Toledo & Campoverde Molina, 2020). The missing part is that of teachers over 60 years old because they have no knowledge of how to handle ICT "Information and Communication Technologies", this causes conflicts with new teachers or those who recently obtained their profession because young teachers have strong digital skills and different from those of teachers over 60 years old, this should be solved with training to teachers with little knowledge, this will help them to adapt to the new strategies with the current qualified registration of higher education programs that are set or established by the Ministry of National Education. There are gaps in the academic results, since online distance education has a lot of complexity as it is a virtual modality, and teachers when educating students may show low kindness towards the student who receives or perceives little welcome, which triggers their academic performance to decrease or drop. (Romero Alonso et al., 2023).

### ***Digital Humanities Web Portal***

A digital environment was developed for Higher Education Institutions in Villavicencio that seeks that teachers and/or professors through a digital literacy plan obtain skills such as collecting information, analyzing information, interpreting information and ordering information based on web or digital environments. In addition to the above, the curriculum of the academic program was designed to develop virtual environments according to each faculty or academic program in order to show or embody essential and dynamic content for students, and thus create teaching-learning environments for students of the XXI century. (Torres-Flórez & Pachón-Pérez, 2021). As a result, the vast majority of students are not learning adequately and do not even know what the curriculum is about. Discussions about the why? of this situation can be varied, and from one moment to the next, the entire educational community has moved to a remote model that most have never used. (González & Delgado, 2020). The digital transformation in higher education presents gaps in the organization of teachers' time, since being a virtual environment the processes multiply generating lack of time, there is a possible solution to create an endowment or organization of time, and tools through strategic plans for time management through a tutorial given to teachers on how to manage or organize time. (Romero et al., 2023). As the years go by, and by not having a portal that provides knowledge, knowledge and training in an educational and/or formative way, this will generate that students are dissatisfied and will produce that due to the lack of a teaching web portal there will be limitations for students and teachers, virtually and in person, since by not having an educational web portal, they will not be able to obtain knowledge in these virtual areas or web 2.0 services (Grimaldos Olmos & Paz Baptista, 2019). Information management, in the digital world, in a centralized website, in an information sharing system, and in online tools to collaborate and interact with users. (Grimaldos Olmos & Paz Baptista, 2019). Innovation has a fundamental role over the years, thanks to its tendency to evolve in digital environments, a privilege since it uses its knowledge to transform society. In addition to the above, we seek to incorporate, implement, develop and design new digital technologies, tools and knowledge in certain areas such as: teaching, research, knowledge transfer, among others. (Romero et al., 2023).

**Figure 1**  
*Articles by category*



*Note.* The items collected per category and the percentage of items per category are mentioned.  
Source: own elaboration.

Information management, in the digital world, in a centralized website, in an information sharing system, and in online tools to collaborate and interact with users. (Grimaldos Olmos & Paz Baptista, 2019). Innovation plays a fundamental role over the years. as it tends to the evolution of digital environments, it is an organization that uses its knowledge to transform society. In addition to the above, we seek to incorporate, implement, develop or design new digital technologies, tools, and knowledge in certain media, such as teaching, research, knowledge transfer, among others. (Romero et al., 2023).

## Discussion and Conclusions

### *Web Portal for Academic Activities*

In the first place, the discussion starts with the fact that the web portal has 5 social networks, but these are only focused on the university population, which limits it and therefore strategies are sought so that the regions, communities and sectors of the city of Maracaibo and its borders have a connection so that knowledge is for everyone. They also ask for the web portal to have educational platforms, content platforms, mashup applications and information organization. (Grimaldos Olmos & Paz Baptista, 2019).

The current discussion is centered on the information already obtained, but was previously supplemented with user feedback for improvements and the completion of this web portal. (Coneglian et al., 2019). Pedagogical problems were found in the university due to the fact that they did not have their own web portal, the digital tools for virtual classes were old or obsolete, the lack of quality internet and the lack of platforms or programs to share classes asynchronously. (Bordignon et al., 2023). We can find different options of navigation or information to obtain useful information for students

these are: electronic books, web portals, educational software, television, among other audiovisual media.(Ruiz Martínez & Cuenca Arbella, 2019).Research without neglecting training and linkage, it is worth mentioning that for a university to have excellence it must take into account the process of having specialists who develop articles that encourage students by example in generating quality education through the development of articles, research projects, practices, monitoring among other things.(Fernandez et al., 2019). More than anything else, it is sought that students give them a convenient use to web portals or web tools through the devices and / or technological devices that they have, with the intention of educating them to a concept of professionalization and develop in students more than anything else a learning and management of these web environments. (Breton et al., 2021). Thus it is about technologies and the effect caused by their use in the educational field so that with the use of it a digital or technological society is born with the aim of simultaneously originating projects and methodologies based on technology for educational systems for the development of learning, knowledge creation, digital training and use of artificial intelligence, big data and many other forms of digital learning-teaching.(Area & Adell, 2021). It was based in the areas of academic search engines where these mechanisms allow teachers and students to interact with learning portals and information. (Castañeda-Camey et al., 2022). The tutorials or orientations will serve to put an end to the frustrations of the young people, the desertion, the frequent loss of subjects in the students due to the lack of an adequate induction or teaching of the methodologies or work plans of the teachers. With the intention of stimulating, encouraging and producing academic, personal, social, intellectual, integral and critical progress in young students in their university environment. (Alcarraz-Curi & Sanchez-Huamaní, 2021). It should be noted that as the years go by young people tend to seek new technologies where they spend most of their time on the internet and this makes the university institutions are put to the task of renewing their methodologies and also focus learning in a web learning environment, because as the years go by they must adapt to technological innovation.(Olmedo et al., 2021).a university has created a system in which research projects, training, induction, in which can be viewed by the public and to be a means of dissemination of journals, essays, stories, news, etc.. In addition to the above, the institute or university has its own web portal where they publish and make use of new technologies, in order to project the university to be recognized and disseminated by their research, scientific and narrative productions of teachers and researchers of this. (Castillo, 2022). The updating, revision and adequacy of web portals that present errors and inconsistencies, for not having the Webometrics 2.0 criteria, says that its criteria for web portals must be taken into account and that they must be in order to provide university excellence and an adequate web portal for the university where the web portal developers are updated with the Webometrics 2.0 policies and with the laws of the government or state.(Urdiales Toledo & Campoverde Molina, 2020). Curricula are necessary and fundamental for academic excellence and development. (Salazar Martínez & Moreno, 2021). Thanks to the cognitive development meters, which showed the importance of the family for the motivation and effort of the student in their academic performance, provides new ideas for the methodology of the University, this depends on the motivation or interest that the student has for their grades and academic performance. (Xavier Tigre Atienza & Vilchez, 2023). With these results obtained, it can be affirmed that by developing a tool to manage, analyze and evaluate the learning styles of university students. Students opted for a sensation-intuition personality. (Freiberg-Hoffmann et al., 2023). Starting with a study showing the behavior of productivity indicators of interest, impact indicators, with the purpose of inventing a scope of

information technologies in the direction of educational processes. (López-Sánchez et al., 2022). It appears the creation of a web portal that is used for an experiment in which three plans were evaluated in which the impact of the reading device, the presence of multimedia content and how much time readers spent reading each article and how much time they dedicate to the news portals were alluded to. (Nini Johanna, 2019). In the approach that technology has in the education of millions of students in Peru, so that they no longer have insufficiencies with technology in the educational system, we sought to mitigate the illiteracy rates so that in the universities higher education is provided in class where the student has and can be trained in these technological tools and can thus complement and increase their general knowledge. (Parco & Prado, 2021).

### ***Distance Education Web Portal***

The analysis of the questionnaire was reported in which two universities were studied in which assimilations in smart devices were perceived, but not in the skills and competencies before entering the university, and few students had digital competencies such as: creating a video, making a graph in Excel, writing in Word, uploading a file to the cloud, and so on. (Bossolasco et al., 2020). Distance education portals provide an interactive, dynamic, changing and creative environment that allows students to adapt to their schedules, and students have access to learning materials such as books, magazines, training, tutorials, questionnaires, quizzes, audiovisual support, etc. (Leonidovych et al., 2021). Undeniably, the program offers a wide range of resources and ways to support, however, for student learning, the proposed strategies show their weakness due to the living conditions of thousands of households without technological tools in Mexico. Technology, computers and internet, which they added there is a lack of knowledge about their use, creating a gap of misinformation and lack of knowledge on how to use these technological devices in education. (González & Delgado, 2020). In the implementation of shared networks, collaboration networks, open networks, among others. Contributing to the above, this was done in order to disseminate new knowledge, new contributions, new findings through the Internet and in the technological field, taking into account that the information will be more at hand, in other words, at the distance of a click, this will allow local researchers to have contact with other researchers from other countries, consequently, this will produce alliances or research work in company. (Lazcano-Peña & Reyes-Lillo, 2020).

A proposal that will serve as an integration plan for the most vulnerable, for various reasons including: physical, cognitive, economic, cultural, social and other disabilities. (Navarrete Cazales et al., 2021). What is missing is something from several years ago, because the teacher or professor does not have training in his profession, does not have the necessary resources to teach the class or does not have the help of the institution in which he is working, this produces that by not having experience, practice or updating of knowledge the most affected are the students because if the teacher is not trained or does not have the tools or skills the student will have insufficient learning. (Navarrete Cazales et al., 2021).

### ***University Community Web Portal***

The semantic web allows you to upload, publish and load data freely on the so-called World Wide Web with certain defined criteria of Open data, opening the way for other researchers to interact with what has been produced by other colleagues or other

universities in an asynchronous and synchronous way. (Morales Vargas, 2019). The timely response of the institution of higher education to reduce contagion by the epidemic of Covid.19, this was done through response processes where they sought to implement a strategic plan for universities and overcome the pandemic with logistical projections, organizations, among other things. (Rodríguez-Villamizar et al., 2022). Teachers are not prepared for remote education, which was a great challenge for higher education in countries such as Brazil and Portugal, as there was little personal adaptation. (Rodríguez-Villamizar et al., 2022). The universities in Latin America used a strategy that allowed them to overcome certain organizational, technological and logistical drawbacks, which made them have certain criteria that promoted higher education where the teacher and the student are in constant interaction, this gives the purpose of preventing contagion, which contributed to the reduction of contagions in the Covid-19 pandemic and causing education to be digitized (Rodríguez-Villamizar et al., 2022).

### ***Digital Humanities Web Portal***

The role of the teacher in virtual environments or online distance education in an asynchronous way shows through studies that having a cordial and friendly teacher, students take a better welcome, and consequently show very high levels of academic performance compared to a teacher who is not. (Romero Alonso et al., 2023). In the need to train teachers in digital tools, and the virtual environment on how to use these media to be ready to change to create a global, dynamic, open university that is connected with society, with the community and with other universities if possible. (Romero et al., 2023). Higher education teachers have been playing the role of promoters of digital content, promoters of knowledge and mediators for students to use or interact with various digital environments. (Torres-Flórez & Pachón-Pérez, 2021). Creating its own infrastructures of legitimization or surrendering to consolidated groups with guaranteed access to resources and hegemonic discourses, that is the dilemma currently facing Southern HD. Evidence abounds, but the question remains: Should they ally or allow absorption in other universities? (Fiormonte & Sordi, 2019). The digital humanities have a high level of hurdle, but they also spend or require a lot of money to make them work. In addition to the above, it causes many inequalities, costs a lot to maintain, provokes conflicts and violence. (Fiormonte & Sordi, 2019). Based on these results, it is clear that all professors at our university should consider the use of digital devices (phones, tablets and computers) available to students and universities to plan their teaching process, as well as the use of the Internet and Web 2.0 in general. Otherwise, following Markc Prensky's assumptions about digital natives and digital immigrants, there would be no communication between these digital native students and their teachers, digital immigrants, who would have to work hard to build the communication taught in our future universities. (Sunday, 2019).

### **Conclusions**

From the evidence collected through the downloaded articles, it can be concluded that web portals are a web tool that gathers information through a user interface where the user can perform different actions such as accessing information of interest, accessing

other web portals, accessing digital content, accessing a menu bar, among other things. This review of literature on web portals is related or connected to higher education, the university community, information and communication technologies, digital humanities, etc. It is worth noting that in many universities or institutions web portals did not have requirements, standards or laws of the government, regulatory entities and this generated that students and teachers did not have access to virtual content, it is also noteworthy that the web portals of some universities were very limited and did not present educational portals. In addition to the above, there were many internet, economic, cultural and physical limitations in the distance learning modality because some students do not have sufficient economic resources, and this produces gaps of misinformation in the students.

This literature review covered topics such as innovation, science, technological tools and knowledge regarding digitization. Even more the reality of higher education is that new teachers have knowledge in the digital world being able to do digital tasks such as: uploading a video to the cloud, how to create a virtual meeting or distance, being able to work with operating systems such as Linux, among others. It is vital to mention that web portals conceive technical, logical, informational capabilities and skills with virtual spaces in the people who use them.

On the other hand, new technologies give rise to new applications of artificial intelligence in the dynamics of instructing the student in virtual reality. In the XXI century, a technological, socio-economic and cultural revolution is taking place, due to the impact that digital technology is having on the educational system, a revolution of technology is being provoked in the educational field so that everything can be done through web portals, websites, social networks, digital newspapers, news on web pages, in a universe of digital technologies to bring students, teachers, rectors and university administrators to a contextual environment of a digital and information society.

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