

## What you told us about your experiences with Online Learning (April 2020)

At the end of March 2020, in response to the restrictions of the Government moving New Zealand to Covid-19 Alert Level 4, Carey moved all teaching to being fully online. From teaching week 4, all courses shifted to an entirely online format. Students were asked for their feedback on their experiences of online delivery. As of 23 April 2020, 41 students had responded to that survey. The themes and comments are summarised below. Thank you to all students who responded, we trust that we are able to respond to your feedback in a way that will enhance your learning experience for the rest of the semester.

Comments/Themes	Response / Change
Overall, students ranked their experience of online learning as being 3.4 / 5.0. Approximately 50% rated their experience as positive (4 or 5 out of 5 stars), and a further third of students said they are just OK (3 out of 5). 15% are NOT enjoying online learning	We are encouraged at the overall positivity of your feedback. We also acknowledge that for many of you, full online learning is NOT what you signed up for, and many of you are missing the in-person interaction with staff and students. For some students, other circumstances and responsibilities have changed during lock-down and these changes make focussing on study difficult. Please reach out if you are finding things difficult and you need support. You don't have to do this alone! Let your teacher know or talk to one of the support staff – we are here to help.
Around 60% acknowledge the flexibility Carey has shown and/or appreciate the flexibility that online learning has brought (this appears to be especially true for our distance students)	The move to a more blended approach and an enhanced online pedagogy and methodology is a key priority in Carey's strategic plan. We would prefer more time to plan and prepare this further, but we are really pleased that for many of our distance students this move has been a gain, not a loss!
There is a general theme that many find it hard to focus on assessments, however 30% of students appreciate the flexibility being shown around assessments.	Please get in touch with your class teacher if you are having difficulties with assessment due dates. We want to be as flexible as possible to make this semester work! Some courses will tweak second assessment dates in recognition that first assessments were moved back by two weeks. We are mindful that we ideally want to keep final assessment dates fixed so there is sufficient time for marking and moderation prior to semester two start.
There is a clear theme that a number of students are finding it difficult to locate resources for assessments and research with the library being closed.	Government guidelines mean that we have no way of opening the library at Alert Level 4. With the move to Alert level 3, we have clarified with the relevant authorities and have gained approval to open up the library with restricted access from Wednesday 29 <sup>th</sup> April. Further information will be posted on CareyOnline. In addition, teachers are reviewing assessments and, where possible, providing links to a minimum set of resources to help with assessment research and writing. We do appreciate you are likely NOT to be able to reference the "normal" breadth of original material that you may have wanted.
Some students express difficulties in finding the links to Zoom sessions, and inconsistencies in where this information is posted in course shells on CareyOnline.	We heard this feedback early in the piece, and from the second week of lock-down have introduced a standard template for online course sessions and Zoom meetings. We trust this helps you find key information. Some of the block courses do have a range of approaches and structures for CareyOnline so there may be some small differences in layout. Please contact your teacher if you have any further difficulties.
There is a small number of students who want MORE time on Zoom classes so there is not a sense of rushing through classes. Others feel equally strongly that Zoom classes should be shorter due to "Zoom fatigue".	Clearly different approaches work for different people. The teaching team are doing their best to make the opportunities for engagement as flexible as possible and also to match their own goals and objectives for their classes. We encourage you to keep talking with, and giving feedback to, your teachers so they can continue improving their online teaching to, as best as possible, meet the widest range of class needs.
There is a general theme of students feeling overwhelmed with emails and notifications, and requests to limit communications where possible	We agree. In the early days so much was changing so quickly that it was hard to limit email communications as there were many important updates. The teaching team will try and limit class information/emails to one per week where possible. There are also ways that students can self-manage notifications from CareyOnline. Ideally if you set your notification to a daily digest, you will only get ONE summary email from class forum posts, rather than individual emails. Information is being posted on CareyOnline to help students set their notification preferences. We trust these measures all help!