

Tips for making a quick transition for Online Course delivery (during pressured times).

10 Critical Steps for Universities and Colleges needing to quickly shift online mid-term.

1. **Be patient** and accept that students and academics are well outside their comfort zone and may be panicking. Particularly if this is a new experience or expectation for them.
2. **Bite sized** information is best - and this includes recording of lectures. Sitting down to listen to a pre-recorded one or two hour lecture is difficult when you are in the room, let alone when you are remote. Recording the lecture as a series of “bite sized” concept or topic related chunks is best. If you aim for no more than 10 minutes for each chunk then you will improve the learning outcomes significantly. It also makes it easier for students to quickly find and revisit topics they are feeling challenged with.
3. **Focus on Must Have** and **Must Know** information first. It can be a challenge to refrain from sharing extra information that we think is important, so keeping that separate as an optional will take the pressure off students who may already be in a high stress state. Much like offering “bonus resources”.
4. **Invite students directly** to course online forums set up to enable interaction and questions (even if this is a closed facebook group as an emergency). This should not only help the students feel more connected, but also take some pressure of the academics and their “inbox”. When you are sending the invitation, make sure you share a directly “one click” link

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with login details if needed. Whilst ideally we want proactive students, right now we need to make things as smooth and seamless as possible.

5. **Avoid “shutting down”.** This is particularly important for academics (who, might I add, may need extra support), who may feel overwhelmed by a vast number of panicked emails. Consider collating the concerns and addressing them in a video as well as text response (you can easily record in Zoom for a smaller file size) - then send a cohort-wide email with the video (link) and text response. Genuinely acknowledging that this is not an easy time will also go a long way.

6. **Clear, Concise and Consistent** messages to students and staff about class changes or cancellations - and what alternatives are in place are key. A quick glance on social media suggests many students are receiving mixed messages and classes and assessments, and as a result are feeling even more confused (and stressed!) The best messages speak to all student communication types:
 - What
 - Who
 - How
 - Why

Much like in an assessment, using a table or dot points can be much easier than a few paragraphs of information.

7. **Hotlines Help.** If you don't already, having a dedicated hotline and enough staff (with that clear information above) to take calls or emails can be critical. We don't want to lose anyone!

8. **Online video hosting** for lectures, etc doesn't have to be a hassle. If you don't already have something in place then using existing platforms like Vimeo where you can easily upload and later remove, and can restrict access are readily available (and quick to set up).

9. **Online assessment options** may already be available, but if you had exams lined up and they are no longer an option (and online secure exam systems might be a longer term strategy), perhaps consider if alternative assessment types are an option or if a deferment is a better option.

Perhaps a combination of online quiz, case studies, or recorded presentation and submitted papers explaining key concepts and applications, etc might be a suitable alternative. Just remember the Rubric! Also be mindful that if earlier assessments indicate the student is well on track, but their final assessments are not - a supplementary might be an appropriate option. At the end of the day we want to assess their knowledge rather than their ability to demonstrate learning in a high stress situation.

10. **Be patient and demonstrate genuine empathy.** This one is so important, we felt we needed to add it twice. And it applies to and for everyone.

What next?

You might like to consider talking to us about how we can help your (new and even existing) students feel more confident and prepared for their next term of study. Our **Learn2Learn** online program is all about a whole-of-life approach to study, and has demonstrated significant positive shifts in mindsets, confidence and personal learning strategies to develop successful students.

You can contact us on admin@learngrowbecome.com or book in a conversation via our website <https://learngrowbecome.com> (Universities option).

Our aim is to help you and your students succeed.