

It's difficult to get students to participate in the virtual classroom. They don't want to speak or answer questions.

Miss being surrounded by colleagues in the office and students in the face-to-face classroom.

Moving to remote delivery / work is overwhelming - there is so much to learn in a short time.

Faculty and staff are using a variety of technology - they are finding what works best for them (i.e. Zoom, Bongo, Webex, etc.)

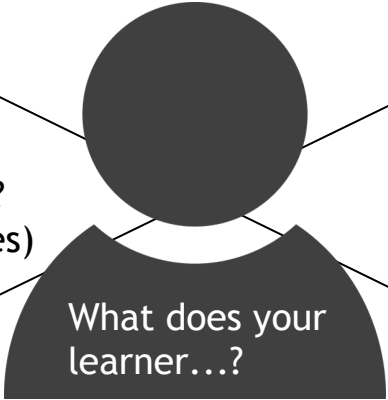
Think and Feel? (preoccupations)

Some students are not accessing or engaging with the online course content (i.e. reading materials, video recordings, etc.)

Hear? (influences)

See? (environment)

For the most part, instructors and staff have been able to find an area at home that is conducive to working from home.



What does your learner...?

Staff and faculty are engaging in online technology / online best practice webinars and professional development.

Say and Do? (behaviour)

"When will we be back on campus again?"

"Zoom fatigue" - spending several hours a day and night in online meetings

Pain Points?

Troubleshooting technology. Computer problems or connection issues.

The move to remote learning has forced us to be 'technologically literate' and become strong online instructors.

Gain Points?

We are putting a lot of time and effort into improving our online courses (courses that were originally face-to-face).