

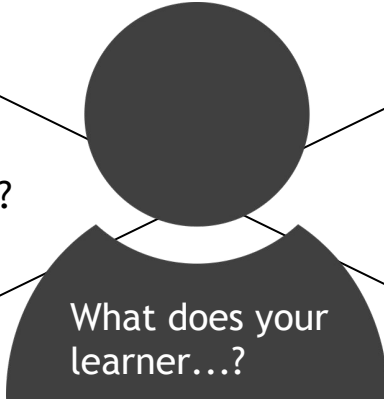
## Think and Feel?

Previous experiences with remote learning tend to influence perspectives of online learning in general

Anxious about access, reliability, and understanding of technology tools including Blackboard LMS

Learning Management System must have clear organizational and navigational cues to help students work through the materials

With hard and fast deadlines, students feel faculty do not understand the pressures they are under. Flexibility within reason is appreciated



## Hear?

## See?

Students want different perspectives, ie. international and indigenous content that relates to the content. Importance of different and traditionally ignored voices in the subject matter.

Different kind of access to the instructor - some students see this as a barrier, adding steps to getting questions answered

## Say and Do?

Students really want examples of assignments/discussions to help them understand what is expected of them

Students are having issues accessing course textbooks, because of delivery delays and international location

Different approaches by different teachers can be difficult to adjust to with so many courses and different delivery methods

## Pain Points?

A lot of concerns about getting access to the course text quickly with slow delivery times and international students

Students are concerned that discussions are repetitive and they do not feel they offer much value to their learning

## Gain Points?

Generally appreciate frequent announcements to ensure things do not slip their minds with their busy schedules.

Students appreciate recorded screencasts so they can hear me expand on course content. Content feels more approachable in that format.