

2<sup>nd</sup> AAOU Presidential Speech Series

Responding COVID-19 to Remove Barriers: Access, Equity and Inclusion

# Tutoring and Mentoring During the COVID-19 Outbreak

**Kam-cheong Li**

Director of Research

The Open University of Hong Kong

4 August 2020



Open  
Universities

Online learning

Conventional  
Universities

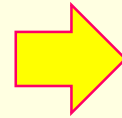
Learners not in campus,  
practicing social distancing

Online learning

# Conventional learning



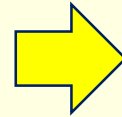
Learning materials



Students to gain access (for example, to textbooks and references)

**Institutional  
provision/  
support**

Interaction process

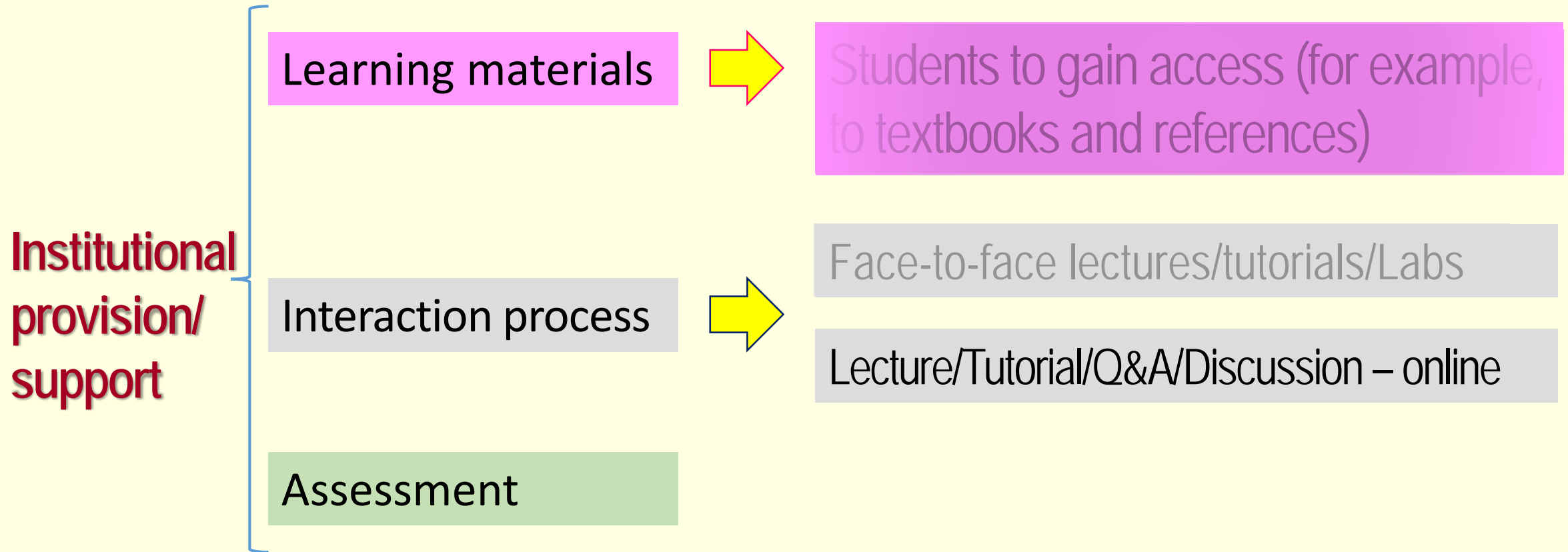


Face-to-face lectures/tutorials/Labs

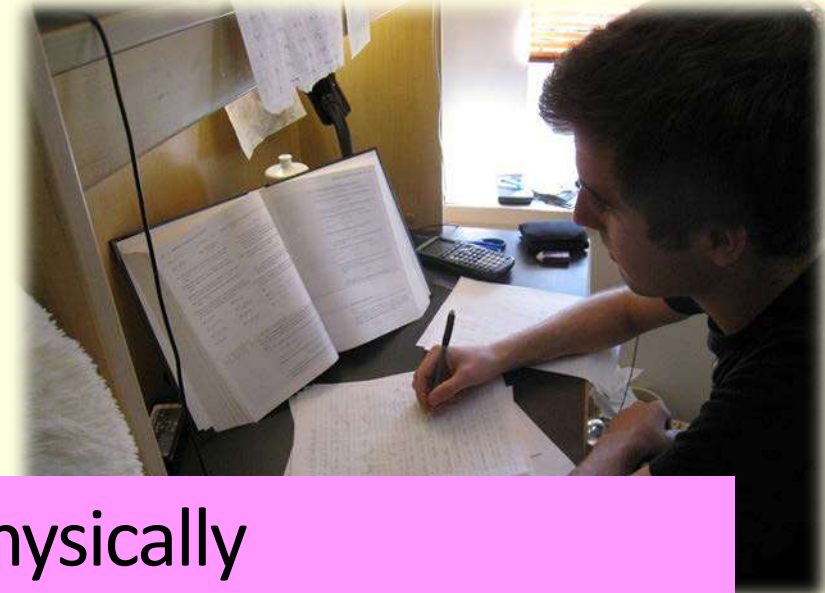
Tutorial/Q&A/Discussion – online

Assessment

# Conventional learning during COVID-19

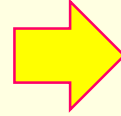


# Open learning



**Institutional  
provision/  
support**

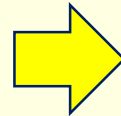
Learning materials



Delivered physically

Delivered online (digitised)

Interaction process

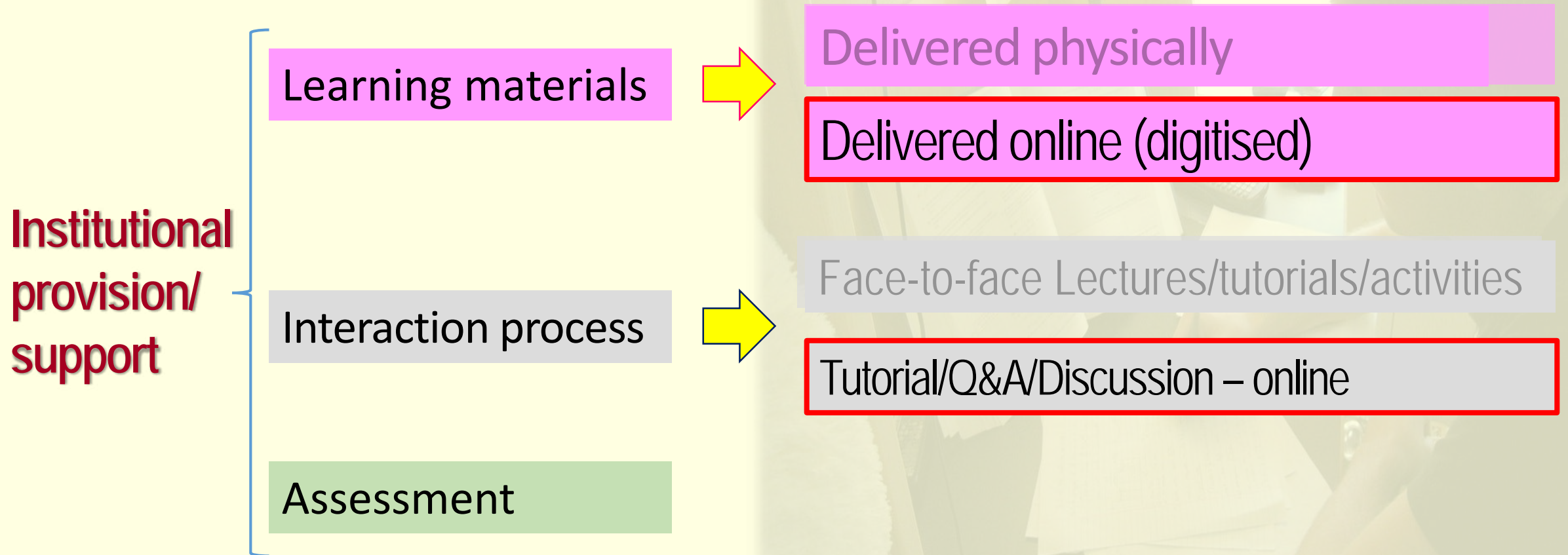


Face-to-face lectures/tutorials/activities

Tutorial/Q&A/Discussion – online

Assessment

# Open learning during COVID-19



# A quick review on COVID-19 information from the websites of AAOU members

	Full Member	Associate Member
Covid-19 information available in English/Chinese	16	0
Covid-19 and/or related information are not available / Information not in English/Chinese / Websites accessible	29	16
<b>Total</b>	<b>45</b>	<b>16</b>

**Total number of AAOU members: 61**



# Learning materials delivered online (digitised)



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With Advanced Educational Technology at QOU; the Educational Process Continues and the Second Semester Proceeds

Published on: 04-05-2020 📅

Since the declaration of a state of emergency, Quds Open University has dealt with the tremendous challenges combined their efforts to develop alternative plans for students and staff. Therefore, QOU converted traditional face-to-face lectures to e-lectures for the academic year 2019-2020, with unparalleled success.

Prof. Younes Amr, President of the University, stated that during the current state of emergency, by investing in its technological infrastructure with the emergency procedures announced by the government.

Most of the University's concern was focused on proceeding with the educational process while ensuring the safety of students and staff, and therefore the face-to-face lectures were replaced by entirely e-lectures.

Prof. Amr stated that because of the outbreak of Covid-19; the University administration held an urgent meeting and came out with recommendations and instructions for the various departments of the University on the necessity to proceed with the educational process while keeping up with the quality of education. Prof. Amr also pointed out that most of the University's concern was focused on proceeding with the educational process while ensuring the safety of students and staff, and therefore the face-to-face lectures were replaced by entirely e-lectures, especially that the technological infrastructure of QOU is advanced and ready to face such scenarios. Moreover, electronic exams were developed in a way that guarantees credibility of its outputs.





# Learning materials delivered online (digitised)

## VICE CHANCELLOR *Message*



**Emeritus Professor Dato' Dr. Hassan Said**  
Vice Chancellor, Asia e University

Firstly, I would like to congratulate our staff and students as we succeeded in ending the tough few phases of Covid-19. These last few months have been a challenge for all of us. We have to go through the Movement Restriction Order (MCO), but Alhamdulillah we are now in the recovery phase. I hope that all of us will continue to comply to instructions from the government and hopefully we can go back to normal soon insyaAllah.

In the meantime, the University has come out with the current SOP for staffs to adhere and we seek highest cooperation from everyone to follow the instructions. For teaching and learning initiative, the University has improved the OSIM (Online Self-Instructional Modules) to ease our online teaching and learning experience and to better serve our staffs and students.

Recently, we have officially launched our Degree Bits and Programmes as part of our effort in encouraging the public to pursue their education and improve their living conditions.

Our online classes are conducted to replace physical classes and I believe with the teaching and learning systematic system that we currently have insyaAllah teaching and learning process will run as usual and perhaps improved as compared to before.

Finally, as the Vice Chancellor I would like to thank our staffs and students for their continuous effort and support in adapting to our new 'normal' and let us pray that our obstacles and challenges will be eased and we will rise through this tough times insyaAllah.

The online classes were conducted to replace physical classes.

# Learning materials delivered online (digitised)

Face-to-face lectures  
were replaced by  
online lectures  
via Cisco Webex.

為因應嚴重特殊傳染性肺炎疫情影響，108 學年度下學期各中心第一次及第二次面授教學將進行異動。

原各中心第一次及第二次實體面授教學，異動為視訊面授教學。視訊面授各科目時間表詳如視訊面授網站所標示。視訊面授網站網址 <http://vc.nou.edu.tw>，如圖 1。

國立空中大學  
National Open University

## 視訊面授教室

學生使用手冊

1. 視訊面授學生使用手冊
2. 電腦實習科目雲端教學學生使用手冊
3. 如何觀看視訊面授上課錄影檔

跨中心 視訊面授 | 電腦實習科目 雲端教學 | 全遠距及 微學分 | 加拿大專班 視訊面授 | 馬祖國軍海巡 員警視訊專班 | 陸籍專班 視訊面授 | 員警專班 視訊面授 | 海巡專班 視訊面授

跨中心視訊面授：請依所開設學系點選下拉式選單選擇科目

同學進入系統時「您的姓名」  
請輸入「學號+姓名」

人文學系 社會科學系 商學系 公共行政學系 生活科學系 管理與資訊學系 通識教育中心

資安個資及隱私公告注意事項：  
點選本頁面各課程【按我進入教室】連結時，將會進入本校遠距視訊教學系統。於課程進行中本校將同步進行課程錄製，錄製檔最終存  
放於校內並提供同學課後複習觀看。

### 最新消息 (公告)

置頂公告 108下全遠距及微學分連線測試日期時間

置頂公告 108下跨中心視訊面授連線測試日期時間

置頂公告 上課錄影檔公告於數位學習平台各課程章節選單的“視訊面授錄影檔”，上課後3-5個工作天提供閱覽。

置頂公告 有關跨中心視訊面授課程是否因颱風停課之訊息，敬請老師與同學參考行政院人事行政總處天然  
災害停止上班及上課情形。如行政院人事行政總處發佈新北市停班停課，當日跨中心視訊面授所有課程  
將配合全部停課。補課時間將與面授老師商議後於本校網站另行公告。

置頂公告 系統開放同學連線測試網址-視訊面授測試診斷區：<http://vc.nou.edu.tw/test.htm>

# Learning materials delivered online (digitised)

Special Work Arrangements 23 March – 5 April 2020 (Circular 13) 22/03/2020

High Contrast

香港公開大學  
THE OPEN UNIVERSITY  
OF HONG KONG

History - Updated arrangement 20/03/2020

Prospective Students Current Students Alumni Tutors Staff Media

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Latest update on online learning and assessment (Circular 12) 11/03/2020

Dear Students,

It has been five weeks since we resorted to use online learning because of the threat of COVID-19. I wish we can all stay healthy and upbeat.

The main reason that I am writing to all of you once again is that I have two pieces of very important announcement.

The first one is about **online learning**. Owing to this COVID-19, the University shall continue with the online learning until the end of this Spring term in May 2020. During this period, please make use of the online learning platform and follow closely materials put up for your courses. You are also encouraged to stay in close connection with your professors, attend real-time sessions, email/call/text if you have any questions. Remember, your professors are always here to help. For courses that will require practical skills in laboratories, studios, etc., they may be taken on campus in small group or made up at a later date. You will be informed separately on the arrangement by your school.

The second announcement is about **assessment**. Course assessment will be adjusted to take various forms which may include final project, term assignment paper and/or examinations. If there are examinations to be held, they will be mainly conducted online so students are not required to return to campus. Schools are working out on the details and you will be informed as soon as possible. Examination period will be moved back to 4-24 May. There will be a revision week from 27 April to 2 May. For part-time distance learning courses, examination period will remain unchanged from 11 May to 7 June. By aligning the examination period back to the original academic calendar, we trust that there would be minimal impact on your study progression/graduation.

I am a strong believer that difficult times promote personal growth. I hope we can all go through this unprecedented crisis with optimism and resilience. Together, we shall overcome the difficulties and emerge stronger. Looking back in 30 years, we shall have good stories to tell our children/grandchildren.

Sincerely,

Reggie Kwan  
Provost

All face-to-face classes were suspended until the end of the Spring term in May 2020. Learning continued online and such activities started on 3 February 2020.



# Learning materials delivered online (digitised)



The University extended the **fully online learning** to all students until 30 June 2020.



As a pioneer Open Distance Learning (ODL) institution, WOU was able to easily provide fully online mode of learning for the period of the Movement Control Order (MCO) and beyond. After all, its administrative, academic and operational matters were already online to a large extent.

Being an adept provider of versatile education, it extended the fully online learning to all students until 30 June 2020, with their safety and health uppermost in mind. This means that the University is not conducting any face-to-face instruction until then.

- For students in on-campus learning (OCL) mode, all face-to-face lectures were replaced with online lectures beginning March 26.
- For students in ODL mode, all face-to-face tutorials were replaced with online tutorials beginning March 21.
- All online lectures/tutorials for both ODL and OCL students will continue until 30 June.

# Learning materials delivered online (digitised)



Face-to-face courses were replaced by online courses via Zhejiang Learning Network.



为应对疫情，做到“停课不停学”，3月2日上午，职业学院全日制学生开学第一课如期与同学们“云见面”。校长叶宏亲自到直播现场指导工作，资源中心、信息化中心、教学中心和职业学院等部门通力协作，做好第一课的直播工作。

本次开学第一课直播内容共分两个部分，上半段是职业学院春季学期教学安排及相关要求说明，下半段是疫情期间的教学导学，包括在线学习如何开展、毕业设计如何安排等内容，共1200余名学生参加了直播学习。

据了解，疫情期间，以课堂讲授为主的120门面授课程，主要通过“浙江学习网”平台（在浙学APP）进行网上教学。教师也可以适时根据课程教学需要，利用云教室开展线上直播教学。每门课程学习资源包括视频、文本、作业、测试等，并可进行线上答疑。同时，每班每周安排一次云教室直播课程，用于辅助“浙江学习网”平台课程学习。

前期，为帮助学生快速适应平台自主学习，职业学院下发了《职业学院学生线上学习指南》《职业学院云教室直播课表》和各班级浙江学习网课程表等资料，并邀请相关课程责任教师进入班级钉钉群，及时解决学习中出现的各种问题。针对毕业班的毕业论文（设计）工作，教学中心安排专业教师通过云教室进行了一次线上集中指导，后续，各专业论文指导教师将根据实际情况，采取多种形式开展远程指导，学生居家进行

# Learning materials delivered online (digitised)



ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮುಕ್ತ ವಿಶ್ವವಿದ್ಯಾನಿಲಯ  
Karnataka State Open university

## KSOU Competitive Exams Training Centre Launches Online Classes


April 28, 2020

**Mysore/Mysuru:** Many educational institutions have resorted to online classes to help students during the **COVID-19 lockdown** period. Similarly, Karnataka State Open University (KSOU) Competitive Examinations' Training Centre too on Monday launched online classes for the benefit of those preparing for the competitive exams. The KSOU had earlier launched a similar system for its regular courses.



KSOU Vice-Chancellor Prof. S. Vidyashankar launched the facility at his office yesterday in the presence of Registrar Prof. Lingaraja Gandhi, Finance Officer Khader Pasha and Centre Coordinator Jainahalli Satyanarayana Gowda.




# Learning materials delivered online (digitised)




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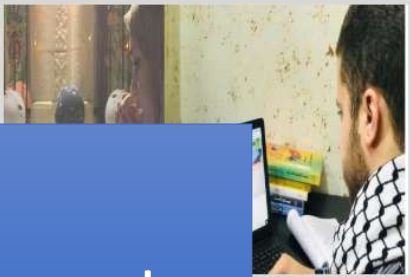
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### With Advanced Educational Technology at QOU; the Educational Process Continues and the Second Semester Proceeds

Published on: 04-05-2020 

Since the declaration of a state of emergency in Palestine to cope with COVID-19 Coronavirus Pandemic measures, and the closing of schools and universities; Al-Quds Open University has dealt with the tremendous pressures left by the state of emergency situation; the Presidency of the University and all its Departments combined their efforts to develop alternative plan that ensures the progress of the educational process with high quality while maintaining the safety of students and staff. Therefore, QOU converted traditional lectures into e-lectures, and accomplished mid and final exams electronically with unprecedented attendance by students. Academic, administrative and technological interventions were made leading to the progress of the educational process of the second semester of the academic year 2019-2020, with unparalleled success, and the final exams started today, Saturday, 2-5-2020.

Prof. Younes Amer, President of the University stated that the University's blended education philosophy has facilitated a lot to align the educational process with the



## Self-learning courses, which consist of short videos to clarify challenging concepts, were designed and approved.

Prof. Samir Al-Najdi, Vice President of Academic Affairs, said that the deanships of the Faculties and in partnership with the Information and Communications Technology Center and the Open Learning Center have laid the base of e-learning through several measures and achievements, including holding virtual classes, as (267) courses were taught for the second semester 2019/2020 over the last five weeks, in addition to filming lectures for (35) courses of the same semester and broadcasting them via Al-Quds Educational Satellite Channel, besides uploading all lectures on YouTube by Al-Quds educational Channel.

Self-learning courses were designed and approved for this purpose. They consist of short videos to clarify challenging concepts, and there is continuous communication between teachers and students to answer questions and inquiries.

# Learning materials delivered online (digitised)



IGNOU Nagpur Regional Centre is also adopting various methods to communicate with students and study centre functionaries. "Live' Induction Meeting was held through FaceBook for its students spread across the Region. Dr P Sivaswaroop, Regional Director of IGNOU Nagpur Regional Centre explained them the concept of Open University, about IGNOU, how to use the study material, the salient features of the Self Instruction study material, Evaluation types in IGNOU, like Self-assessment Questions, Home assignments and Term End Examinations. He showed the study material

book and explained them the various student-friendly features embedded in the study material. Dr B Sasicoumar, ARD also explained them. Dr Sivaswaroop also requested all the students to take all precautions to prevent the spread of COVID-19. Students also interacted and their queries were clarified.

# Learning materials delivered online (digitised)



Developed the guidelines for  
online learning



为应对疫情，做到“停课不停学”，3月2日上午，职业学院全日制学生开学第一课如期与同学们“云见面”。校长叶宏亲自到直播现场指导工作，资源中心、信息化中心、教学中心和职业学院等部门通力协作，做好第一课的直播工作。

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# Tutorial/Q&A/Discussion – online



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Prof. Younes Amr, President of the University stated that the University's blended education philosophy has facilitated a lot to align the educational process with the current state of emergency, by investing in its high technological, academic and administrative resources to ensure healthy educational environment that is in line with the emergency procedures announced by President Mahmoud Abbas and the Prime Minister Dr. Muhammad Shtayveh.



Prof. Amr stated that because of the outbreak of Covid-19; the departments of the University on the necessity to proceed with the educational process, concern was focused on proceeding with the educational process, especially that the technological infrastructure of QOU is advanced.

There was continuous communication between teachers and students to answer questions and inquiries.

Prof. Samir Al-Najdi, Vice President of the University for Academic Affairs, said that the deanships of the Faculties and in partnership with the Information Technology Center and the Open Learning Center worked to expand the base of e-learning through several measures and achievements, including holding virtual classes for the second semester 2019/2020 over a period of five weeks, in addition to filming lectures for (35) courses of the same semester and broadcasting them on the Al-Quds Educational Satellite Channel, besides uploading all lectures on YouTube by Al-Quds educational Channel.

Self-learning courses were designed and approved for this purpose. They consist of short videos to clarify challenging concepts, and there is continuous communication between teachers and students to answer questions and inquiries.



# Tutorial/Q&A/Discussion – online

**SUSS** SINGAPORE UNIVERSITY OF SOCIAL SCIENCES **WE ARE 15**

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**6 April, 2020**  
**Student Advisory: Campus Closure from 7 April 2020**

In line with the stricter measures announced by our Government on 3 April, please be informed of the following updates.

The following counters / facilities will be closed:

- SUSS campus including Blk C
- Service counters located at Admissions, Student Support and Centre for Continuing and Professional Education
- Cashier counters (do note the availability of online payment transactions)
- All F&B outlets
- Both SIM

**C3 Counselling**  
C3 services can be accessed via the C3 website. You can make an appointment with a counsellor.

**Online Learning Continues**  
Online Learning will be extended for the January 2020 semester.

Any additional remedial classes or group discussions will also be conducted online as campus facilities will not be accessible to students. We seek your understanding in helping to contain the spread of COVID-19 and keep everyone safe.

**Any additional remedial classes or group discussions were conducted online.**



# Tutorial/Q&A/Discussion – online

THE STAR, TUESDAY 16 JUNE 2020

## VC COLUMN

THREE months have passed since the Movement Control Order (MCO) was implemented, but no one knows when the Covid-19 pandemic will end. In fact, medical experts predict that the virus will take years to run its course. Consequently, the world as we know it has changed. The new normal of working from home, social distancing and doing things online to reduce physical contact will be part of everyday life from now on.

For those who want to continue learning, your



## Your home, your university

transition to a new normal in higher education can be a smooth-sailing experience with Open University Malaysia (OUM). As the premier open and distance learning institution in Malaysia, we have dedicated the past 20 years to ensuring that our learners have all the resources and support they need to engage in online learning effectively.

This includes a digital library with an extensive collection of books and references that are accessible via your computer and smartphone, as well as dedicated staff to develop learning materials and assessment that

are learner-friendly and relevant to each course and programme.

Learners can easily communicate with their lecturers, tutors and peers via discussion forums, and even manage their schedules and make payments online through OUM's online learning management system, myINSPIRE. The online platform also provides learners with a rich selection of learning materials, including modules and video lectures. Through our collaboration with one of the best local telecommunications providers, we provide an excellent ICT infrastructure to ensure round-the-clock accessibility no matter where our learners may be.

This year, the university has embarked on a digital transformation initiative that will make your home your university. Quite simply, this means that by leveraging our online platform, everything about studying at OUM can take place in the comfort of your own home. We will continue

prioritising your learning and giving you the opportunity to achieve higher quality education in this challenging situation. As we move forward, we have to visit

the challenges we will face.

Since we have taken the first step in learning through online examination submission via Google Forms and administration of Business programme through virtual conferencing via Google Meet, voice sessions and video-conferencing will be near future.

In light of the current situation, as well as the challenges we face, we will give back to the community.

Learners can easily communicate with their lecturers, tutors and peers via discussion forums, and even manage their schedules and make payments online through online learning management system, myINSPIRE.



# Tutorial/Q&A/Discussion – online

Special Work Arrangements 23 March – 5 April 2020 (Circular 13) 22/03/2020

High Contrast

香港公開大學  
THE OPEN UNIVERSITY  
OF HONG KONG

History - Updated arrangement 20/03/2020

Prospective Students - Current Students - Alumni - Tutors - Staff - Media

About OUHK Admissions Academics Administration Library Research

Latest update on online learning and assessment (Circular 12) 11/03/2020

Dear Students,

It has been five weeks since we resorted to use online learning because of the threat of COVID-19. I wish we can all stay healthy and upbeat.

The main reason that I am writing to all of you once again is that I have two pieces of very important announcement.

The first one is about **online learning**. Owing to this COVID-19, the University shall continue with the online learning until the end of this Spring term in May 2020. During this period, please make use of the online learning platform and follow closely materials put up for your courses. You are also encouraged to stay in close connection with your professors, attend real-time sessions, email/call/text if you have any questions. Remember, your professors are always here to help. For courses that will require practical skills in laboratories, studios, etc., they may be taken on campus in small group or made up at a later date. You will be informed separately on the arrangement by your school.

The second announcement is about **assessment**. Course assessment will be adjusted to take various forms which may include final project, term assignment paper and/or examinations. If there are examinations to be held, they will be mainly conducted online so students are not required to return to campus. Schools are working out on the details and you will be informed as soon as possible. Examination period will be moved back to 4-24 May. There will be a revision week from 27 April to 2 May. For part-time distance learning courses, examination period will remain unchanged from 11 May to 7 June. By aligning the examination period back to the original academic calendar, we trust that there would be minimal impact on your study progression/graduation.

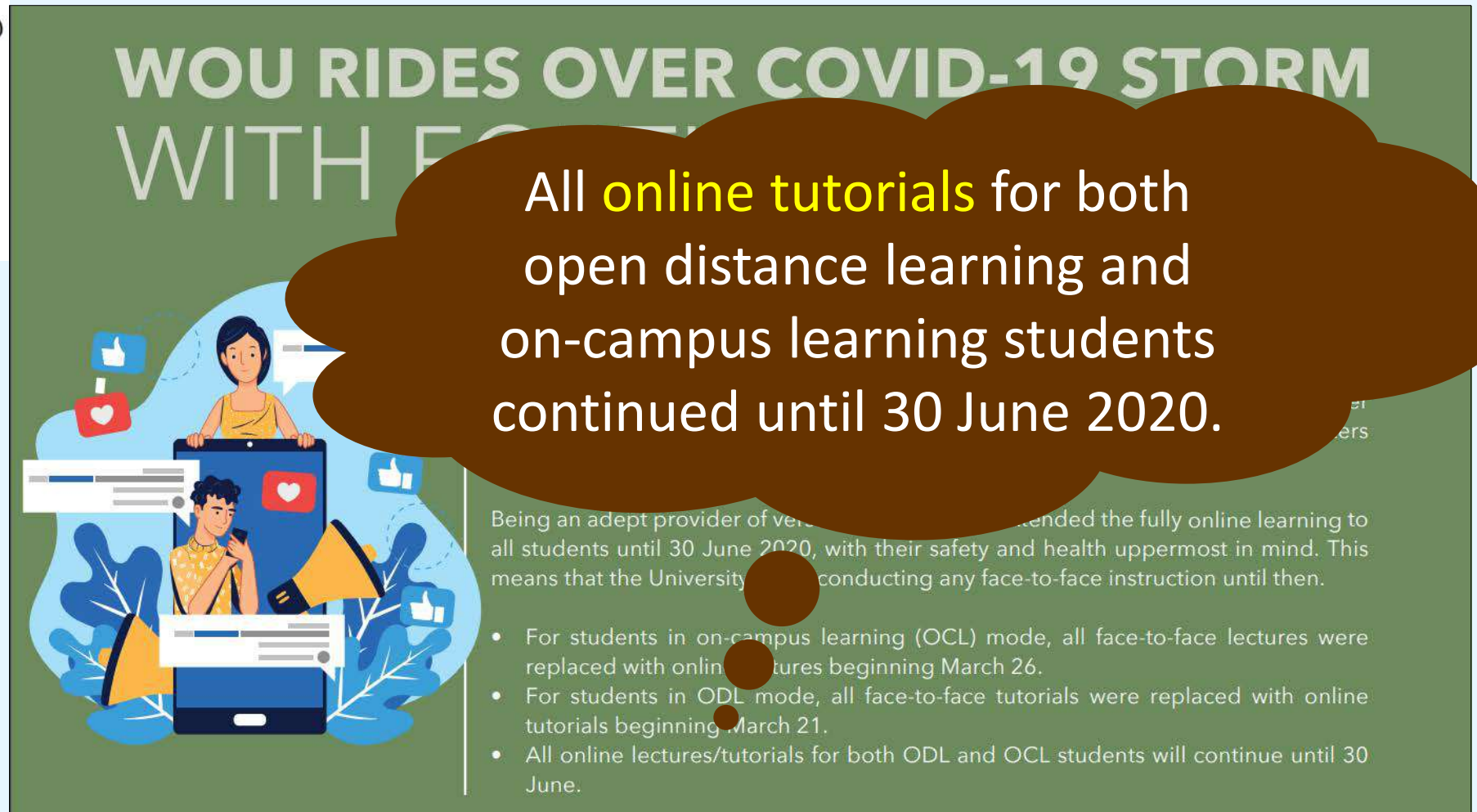
I am a strong believer that difficult times promote personal growth. I hope we can all go through this unprecedented crisis with optimism and resilience. Together, we shall overcome the difficulties and emerge stronger. Looking back in 30 years, we shall have good stories to tell our children/grandchildren.

Sincerely,

Reggie Kwan  
Provost

Students are encouraged to stay in close connection with their professors, attend real-time sessions, email/call/text if they have any questions.

# Tutorial/Q&A/Discussion – online

An infographic with a green background and white text. The title "WOU RIDES OVER COVID-19 STORM WITH EASE" is at the top. Below it is an illustration of a woman and a man interacting with a large smartphone. The woman is holding the phone, and the man is looking at it. There are social media icons (thumbs up, heart) and a megaphone around the phone. To the right of the illustration is a brown cloud containing text. Below the cloud is a paragraph of text and a bulleted list.

## WOU RIDES OVER COVID-19 STORM WITH EASE

All **online tutorials** for both open distance learning and on-campus learning students continued until 30 June 2020.

Being an adept provider of versatile learning modes, WOU extended the fully online learning to all students until 30 June 2020, with their safety and health uppermost in mind. This means that the University will not be conducting any face-to-face instruction until then.

- For students in on-campus learning (OCL) mode, all face-to-face lectures were replaced with online lectures beginning March 26.
- For students in ODL mode, all face-to-face tutorials were replaced with online tutorials beginning March 21.
- All online lectures/tutorials for both ODL and OCL students will continue until 30 June.

**No best way for all** cases; yet  
there are **good solutions for individual** cases

**Very different:**

- ❖ Contexts, in terms of resources and competence in the institution, as well as micro-environment
- ❖ Stages of pedagogical and technological development
- ❖ Levels of online usage and readiness
- ❖ Student abilities to learn remotely

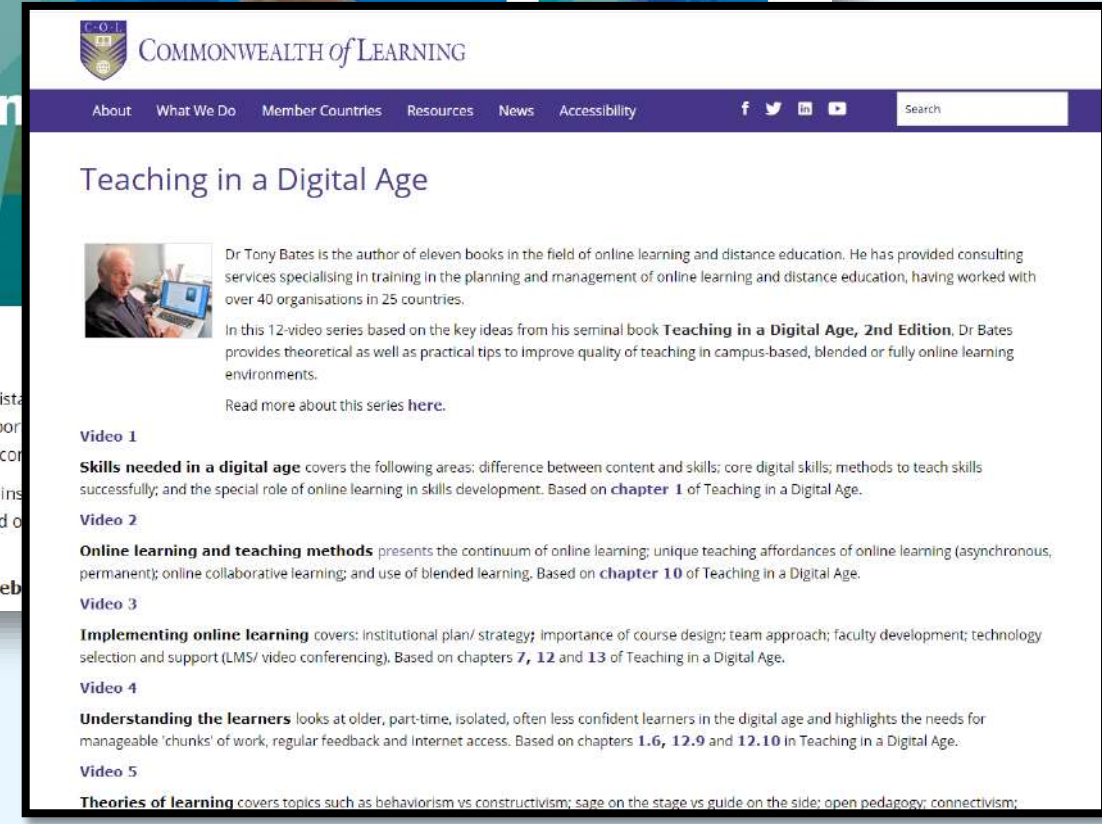
**Resources widely available:**



# Examples:

## Commonwealth of Learning

<https://www.col.org/>





# Examples:

UNESCO

<https://en.unesco.org/covid19/#>

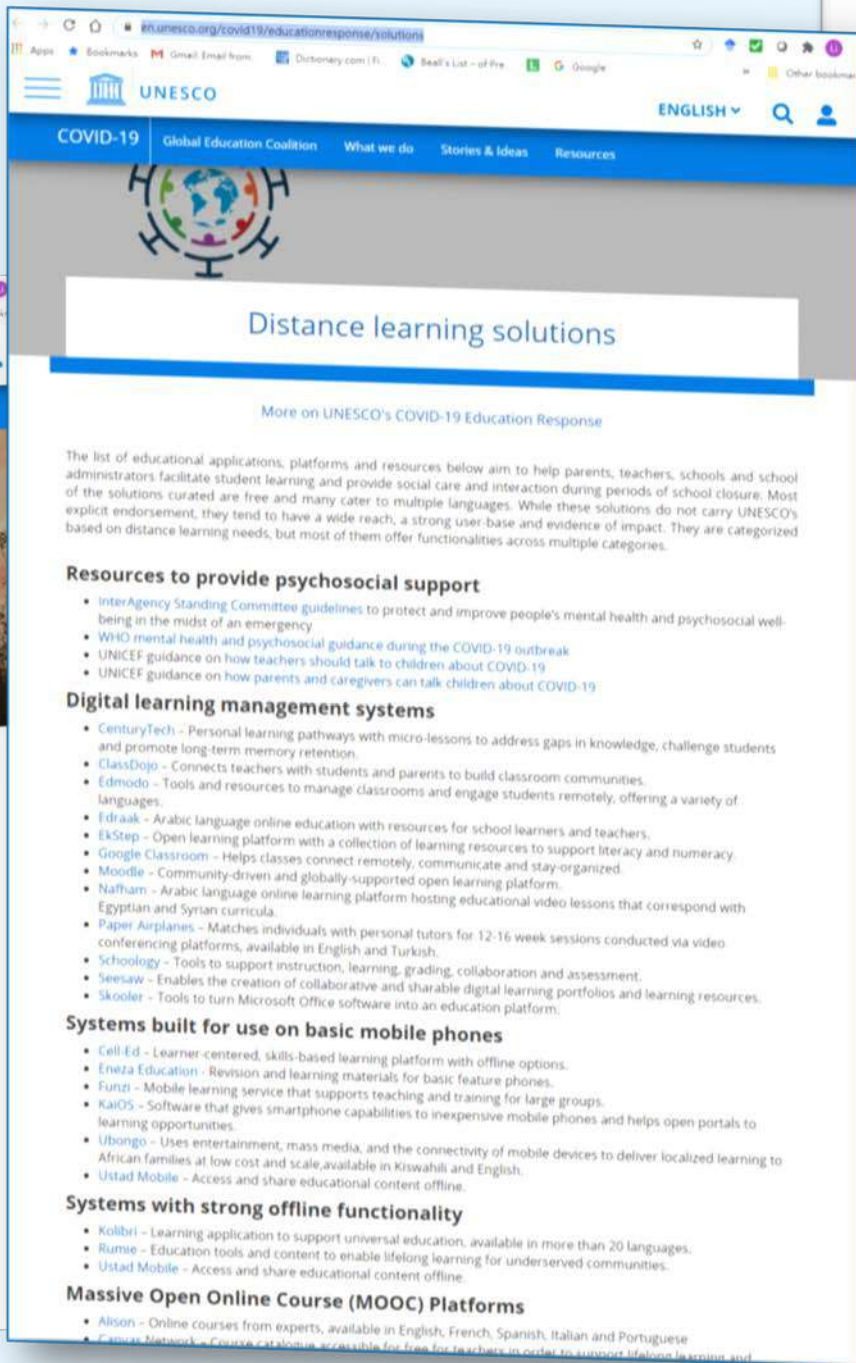


The COVID-19 pandemic has revealed vulnerabilities; it has also surfaced extraordinary human resourcefulness and potential. Decisions made today will have long-term consequences for the futures of education. Choices must be based on a humanistic vision of education and development, and human rights.

The International Commission on the Futures of Education's new report *Education in a post-COVID world: Nine ideas for public action* presents ideas for concrete actions today that will advance education tomorrow.

"COVID-19 has the potential to radically reshape our world, but we must not passively sit back and observe what plays out," said Ethiopian President H.E. Ms. Sahle-Work Zewde, Chair of the International Commission on the Futures of Education. "Now is the time for public deliberation and democratic accountability. Now is the time for intelligent collective action."

Nine ideas for public action



## Resources to provide psychosocial support

- InterAgency Standing Committee guidelines to protect and improve people's mental health and psychosocial well-being in the midst of an emergency
- WHO mental health and psychosocial guidance during the COVID-19 outbreak
- UNICEF guidance on how teachers should talk to children about COVID-19
- UNICEF guidance on how parents and caregivers can talk children about COVID-19

## Digital learning management systems

- CenturyTech - Personal learning pathways with micro-lessons to address gaps in knowledge, challenge students and promote long-term memory retention.
- ClassDojo - Connects teachers with students and parents to build classroom communities.
- Edmodo - Tools and resources to manage classrooms and engage students remotely, offering a variety of languages.
- Edraak - Arabic language online education with resources for school learners and teachers.
- EkStep - Open learning platform with a collection of learning resources to support literacy and numeracy.
- Google Classroom - Helps classes connect remotely, communicate and stay-organized.
- Moodle - Community-driven and globally-supported open learning platform.
- Nafham - Arabic language online learning platform hosting educational video lessons that correspond with Egyptian and Syrian curricula.
- Paper Airplanes - Matches individuals with personal tutors for 12-16 week sessions conducted via video conferencing platforms, available in English and Turkish.
- Schoology - Tools to support instruction, learning, grading, collaboration and assessment.
- Seesaw - Enables the creation of collaborative and sharable digital learning portfolios and learning resources.
- Skooler - Tools to turn Microsoft Office software into an education platform.

## Systems built for use on basic mobile phones

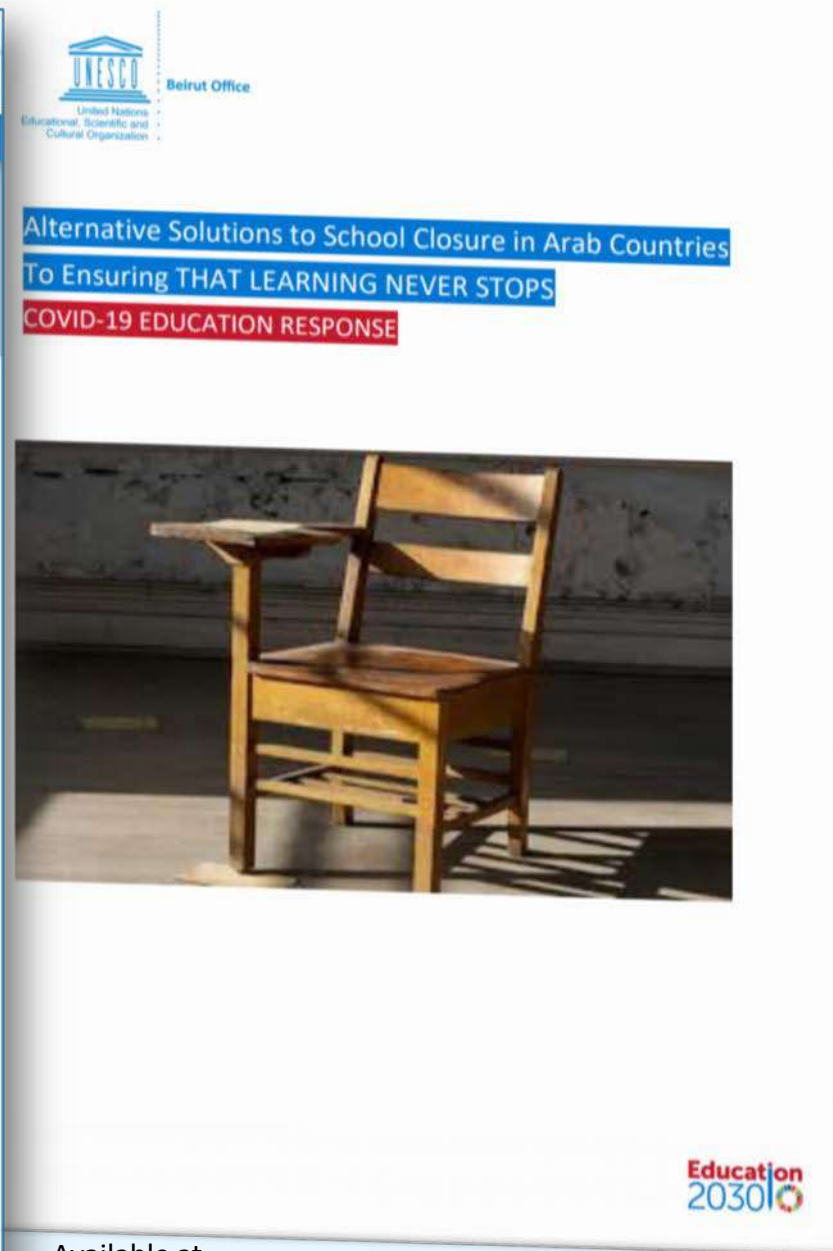
- Cell-Ed - Learner-centered, skills-based learning platform with offline options.
- Eneza Education - Revision and learning materials for basic feature phones.
- Funzi - Mobile learning service that supports teaching and training for large groups.
- KaiOS - Software that gives smartphone capabilities to inexpensive mobile phones and helps open portals to learning opportunities.
- Ubongo - Uses entertainment, mass media, and the connectivity of mobile devices to deliver localized learning to African families at low cost and scale, available in Kiswahili and English.
- Ustad Mobile - Access and share educational content offline.

## Systems with strong offline functionality

- Kolibri - Learning application to support universal education, available in more than 20 languages.
- Rumie - Education tools and content to enable lifelong learning for underserved communities.
- Ustad Mobile - Access and share educational content offline.

## Massive Open Online Course (MOOC) Platforms

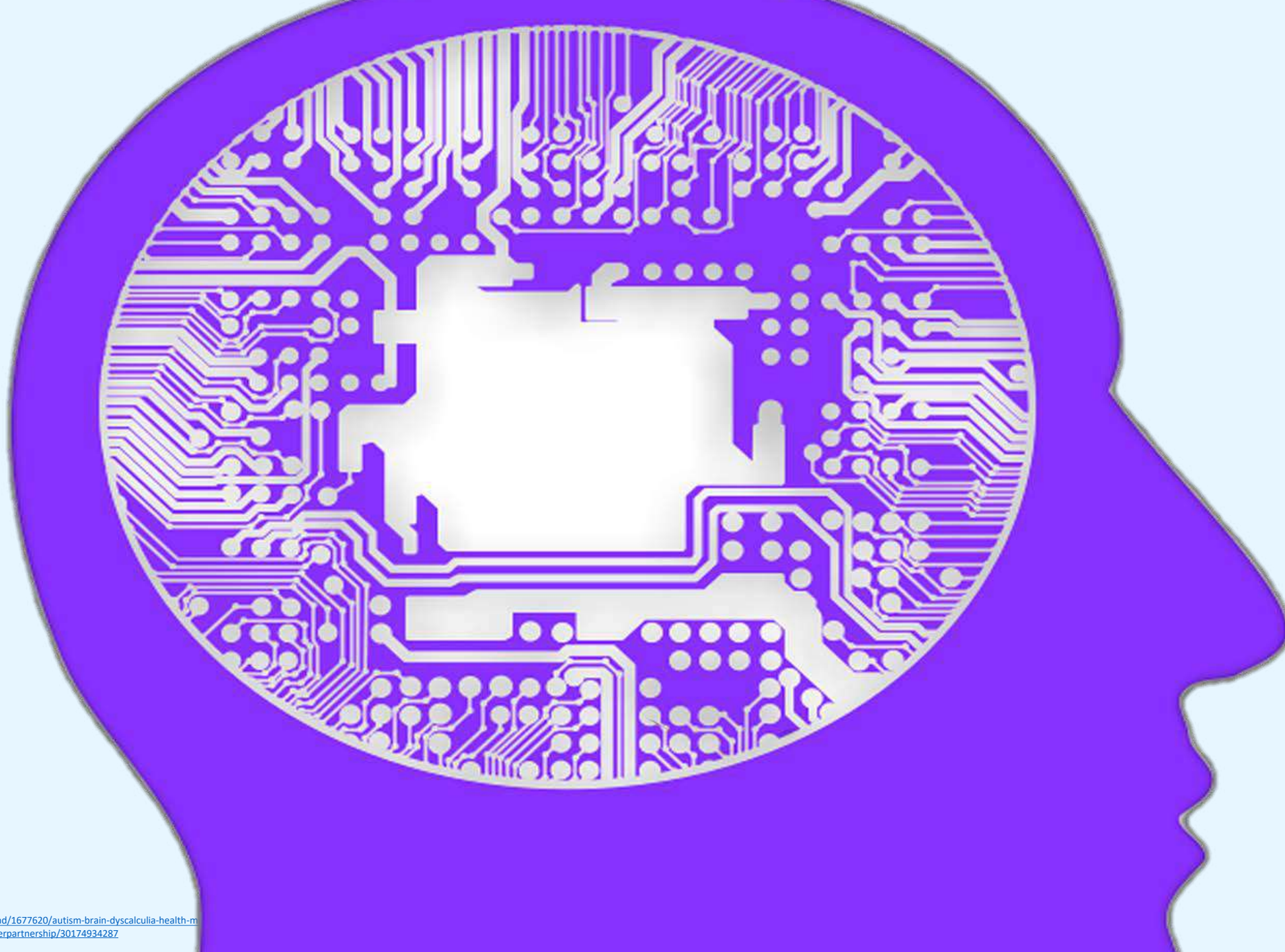
- Alison - Online courses from experts, available in English, French, Spanish, Italian and Portuguese.
- Canvas Network - Course catalogues accessible for free for teachers in order to support lifelong learning and



Available at

[file:///D:/data/Downloads/alternative solutions to school closure in arab countries - final.pdf](file:///D:/data/Downloads/alternative%20solutions%20to%20school%20closure%20in%20arab%20countries%20-%20final.pdf)

# Trying to learn





# For **learning** to take place effectively

## • Cognitive

- New knowledge / skills *presentation to / identification by* students
- Engaging learners to tasks for understanding and integrating the knowledge / skills to existing competence



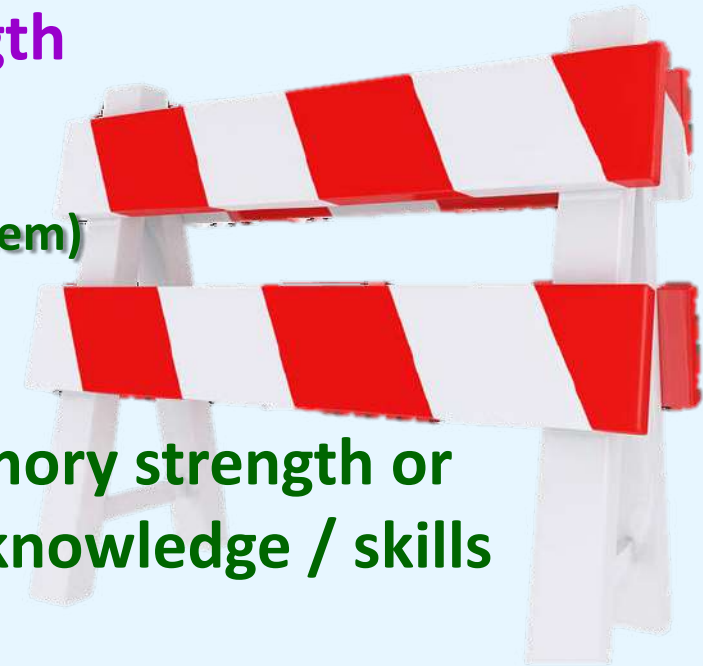
## ■ Psychological

- Readiness to learn (mental, affective & social factors)
- Efforts to learn / attention strength



## ■ Physical (neuro system)

- Memory limit
- Activity for memory strength or link to existing knowledge / skills

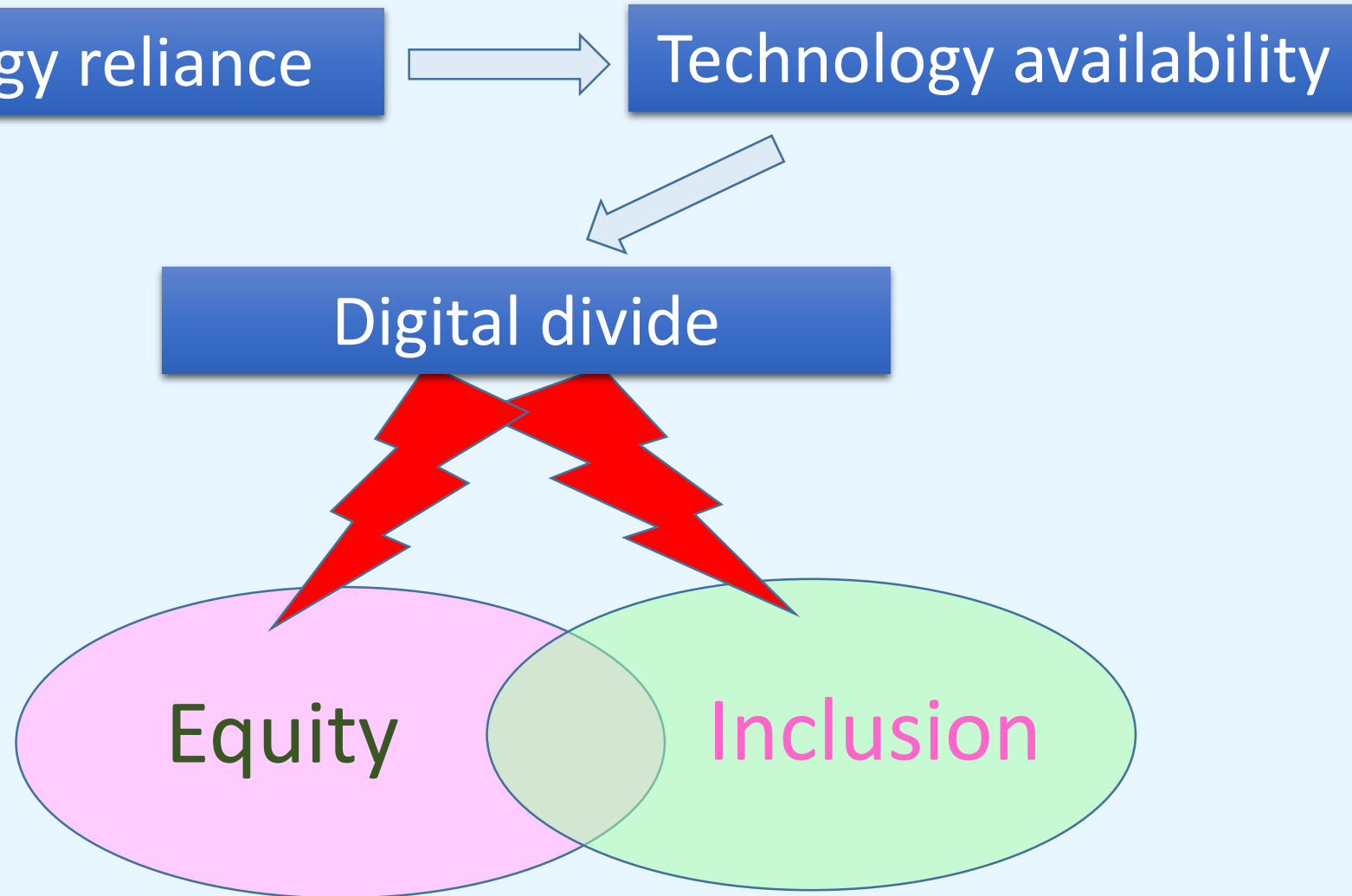


# Are we on the right track in tutoring and mentoring?

- **Providing**
  - **information** of/about the target learning item
  - **platform** for students to identify the target learning item
- **Organizing** learning **activities** to integrate the item into existing knowledge
- **Developing** the learners **competence** in the target area
- **Making learners**
  - **psychologically ready** to learn the target item
  - **willing** to keep making efforts to learn in the target area
- **Helping learners**
  - **retain** what has been learned in the **long term**
  - **ready to use** what has been learned as part of their competence

- Am I presenting the information effectively?
- To what extent can individual students do this effectively through the task I assign?
- Have I made my students eager to acquire this, and think about/do this?
- Next week, to what extent my students will still have this with them?
  - Every learner is different.
  - Every teaching situation is different.
  - What works in the past may not work again.
  - Ready to use new technology?
  - Ready for changes?

# Equity and Inclusion



# As a result of COVID-19



**Self-directed**

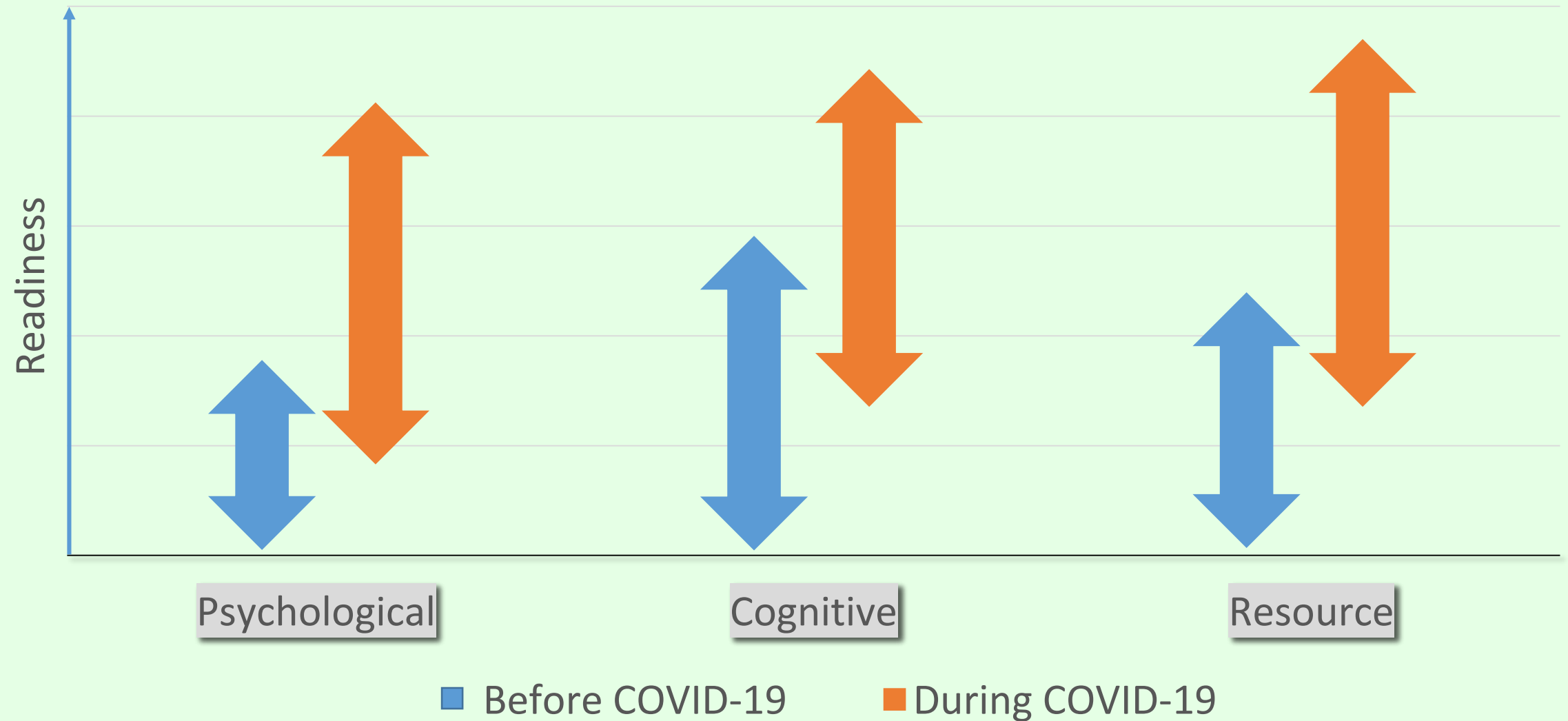
**Ubiquitous**

# Online Learning

**Student centered**

**Flexible**

Online learning readiness of institutions, professors and students increased during COVID-19





# Benchmarking ourselves with others

Besides open learning institutions,  
check out adaptations/changes in conventional  
institutions

**For example,**  
cases far away from you...

# Summer terms

Schools	Arrangements
New York University	<ul style="list-style-type: none"><li>• <b>All</b> Summer 2020 <b>programs and courses</b> will be <b>conducted remotely</b>.</li><li>• Select courses that were planned as study abroad opportunities will be available – courses will be taught by faculty at one of NYU's global site (<a href="https://www.nyu.edu/life/safety-health-wellness/coronavirus-information.html">https://www.nyu.edu/life/safety-health-wellness/coronavirus-information.html</a>)</li></ul>
Columbia University	<ul style="list-style-type: none"><li>• <b>All classes, programs, and activities</b> scheduled for this summer will be held <b>online</b></li><li>• The move to mandatory pass/fail for the spring will end and regular grading will resume</li><li>• Undergraduate research is suspended until further notice (<a href="https://covid19.columbia.edu/content/summer-classes-programs-and-campus-services">https://covid19.columbia.edu/content/summer-classes-programs-and-campus-services</a>)</li></ul>
City University of New York	<ul style="list-style-type: none"><li>• Summer 2020 <b>courses</b> will be exclusively conducted <b>via distance education</b> format</li><li>• <b>Cloud-Based Adobe Licenses is extending</b> until August 15<sup>th</sup> for students who are registered for Summer semester classes, <b>at no additional cost</b> (<a href="https://www1.cuny.edu/mu/forum/2020/06/02/cuny-summer-session-enrollment-surges/">https://www1.cuny.edu/mu/forum/2020/06/02/cuny-summer-session-enrollment-surges/</a>) (<a href="https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411737">https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411737</a>)</li></ul>

# New York University – Academic Year 2020-2021

Types of arrangement	Details
Classes ( <a href="https://www.nyu.edu/about/leadership-university-administration/office-of-the-president/communications/nyu-returns-looking-ahead-academics-and-student-life-2020-2021.html">https://www.nyu.edu/about/leadership-university-administration/office-of-the-president/communications/nyu-returns-looking-ahead-academics-and-student-life-2020-2021.html</a> )	<ul style="list-style-type: none"><li>• Classes will take three forms in 2020-2021: 1) <b>in-person</b>; 2) <b>online</b>; and 3) <b>blended</b></li><li>• Classroom will be in physical distancing settings (2m between students; 3m between students and faculty + less density)</li><li>• <b>Large classes</b> (enrolments of 40+) <b>will be taught remotely</b>, or will break into tutorials, recitation sessions, or other formats for small group, in-person interactions</li></ul>
Attendance	<ul style="list-style-type: none"><li>• <b>Every class</b> (including in-person classes) will be available to attend <b>remotely</b></li><li>• Many in-person classes will have <b>special online sections reserved</b> for students who are studying remotely</li><li>• “<b>Go Local</b>” option – eligible students can enroll and take a number of in-person classes in another NYU location (that is opened) which they can safely travel there from surrounding areas (<a href="https://www.nyu.edu/academics/studying-abroad/go-local.html">https://www.nyu.edu/academics/studying-abroad/go-local.html</a>)</li></ul>
Course taking	<ul style="list-style-type: none"><li>• <b>Flexible semester options</b> (Undergraduate) – a lighter full-time load (no less than 12 credits) in either Fall 2020 or Spring 2021, combined with taking classes in January 2021 or Summer 2021, which will be supported by tuition grants (<a href="https://www.nyu.edu/students/student-information-and-resources/registration-records-and-graduation/Flexible-Semester-Options.html">https://www.nyu.edu/students/student-information-and-resources/registration-records-and-graduation/Flexible-Semester-Options.html</a>)</li></ul>



# Columbia University – Academic Year 2020-2021

Types of arrangement	Details
<p>Classes (<a href="https://covid19.columbia.edu/news/president-bollinger-outlines-plans-safe-return-campus">https://covid19.columbia.edu/news/president-bollinger-outlines-plans-safe-return-campus</a>)</p>	<ul style="list-style-type: none"><li>• School will operate on a three-term cycle. The fall term will start on September 8 (which is similar to previous years), but the spring and summer terms in 2021 will start earlier than usual</li><li>• Each term will offer a choice of immersive courses (that occur in an A or B block for each semester) by being divided into two, equal-length sequential blocks (example from Department of History: <a href="https://history.columbia.edu/courses/">https://history.columbia.edu/courses/</a>)</li><li>• <b>Courses</b> will be offered in multiple formats, with an <b>online option for almost every courses</b></li><li>• Graduate and professional schools will have flexibility to design their own reopening plans, considering their coursework's specific nature and the preferences of student and faculty</li><li>• Individual schools will have their own planning, on behalf of the university's overall approach</li></ul>

# Columbia University – Individual schools' arrangements (examples)

Schools	Specific arrangements
<b>Journalism School</b> <a href="https://covid19.columbia.edu/news/journalism-school-describes-plan-hybrid-instruction-fall">https://covid19.columbia.edu/news/journalism-school-describes-plan-hybrid-instruction-fall</a>	<ul style="list-style-type: none"> <li>Hybrid teaching, to provide significant in-person teaching and online teaching, one-on-one counselling, and field reporting opportunities</li> <li><b>Student</b> who does not wish to attend a class in person will be able to choose to learn and <b>work remotely</b></li> <li>For field reporting, students must submit a reporting proposal that includes public health protocols, transportation, and other specifics and seek for approval of faculty supervisor and dean</li> </ul>
<b>School of International and Public Affairs</b> <a href="https://covid19.columbia.edu/news/school-international-and-public-affairs-offers-further-clarification-fall-plans">https://covid19.columbia.edu/news/school-international-and-public-affairs-offers-further-clarification-fall-plans</a>	<ul style="list-style-type: none"> <li><b>All</b> Fall 2020 courses will be offered <b>online</b> for the entire semester., with a considerable number of these classes will be taught on campus</li> <li>Class taught on campus will be subjected to social distancing requirements (in-person capacity will be 28% of the standard seating capacity)</li> <li>Almost <b>every class sessions</b> will be recorded and made available for students on CourseWorks. Audio-visual capacity in all classrooms is also being upgraded in order to facilitate <b>teaching of online and in-person students</b></li> </ul>
<b>Nursing School</b> <a href="https://covid19.columbia.edu/news/update-nursing-school-fall-2020-reopening-plans">https://covid19.columbia.edu/news/update-nursing-school-fall-2020-reopening-plans</a>	<ul style="list-style-type: none"> <li><b>All didactic courses will be delivered online</b> for Fall 2020, except simulation instruction, clinical rotations, and three PhD courses</li> <li>Didactic courses will include both <b>synchronous content delivery and asynchronous content delivery</b></li> <li>Students are required to complete <b>mandated COVID-19 training before beginning clinical rotations</b></li> <li>Clinical placement in environments with known COVID-19 positive patients is voluntary</li> </ul>

# City University of New York – Academic Year 2020-2021

Types of arrangement	Details
<b>Classes</b> ( <a href="https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730">https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730</a> , Strategic Context)	<ul style="list-style-type: none"><li>• <b>Combine in-person, virtual and hybrid instructional modalities</b> for fall semester</li></ul>
<b>Assessment</b> ( <a href="https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730">https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730</a> , Course Assessments for Fully Online Courses)	<ul style="list-style-type: none"><li>• <b>For fully online courses, alternative methods of assessment</b> such as papers, presentations, annotations, or e-portfolios should be the default assessment method</li></ul>
<b>Course Scheduling</b> ( <a href="https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730">https://www.cuny.edu/coronavirus/guidance-on-academic-continuity-to-campus/#_Toc46411730</a> , Considerations: Course Scheduling – In-Person Instruction)	<ul style="list-style-type: none"><li>• Design or update course schedules to:<ol style="list-style-type: none"><li>1. minimize number of students, faculty, and staff travelling on public transportation during peak hours</li><li>2. reduce overlap and number of people in circulation on campus</li><li>3. minimize disruptions in case COVID-19 conditions require <b>all courses</b> to be conduct <b>online</b> after semester has started</li></ol></li></ul>

# Challenges

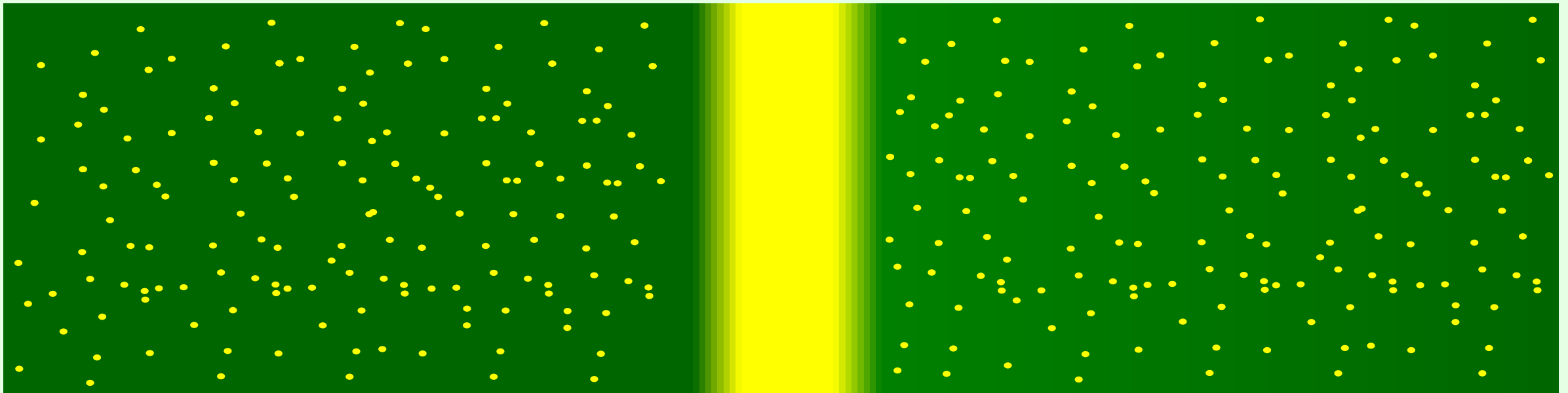
- Online courses must have the same quality as face-to-face teaching courses.
- Online courses emphasize:
  - Flexibility in learning → institution to provide suitable choices
  - Customisation of curriculum → Curriculum to be adapted to learning needs
  - Autonomy in learning → student to be able to master their learning



# Expected Changes in learning mode

Before COVID-19

After COVID-19



Green: face-to-face learning

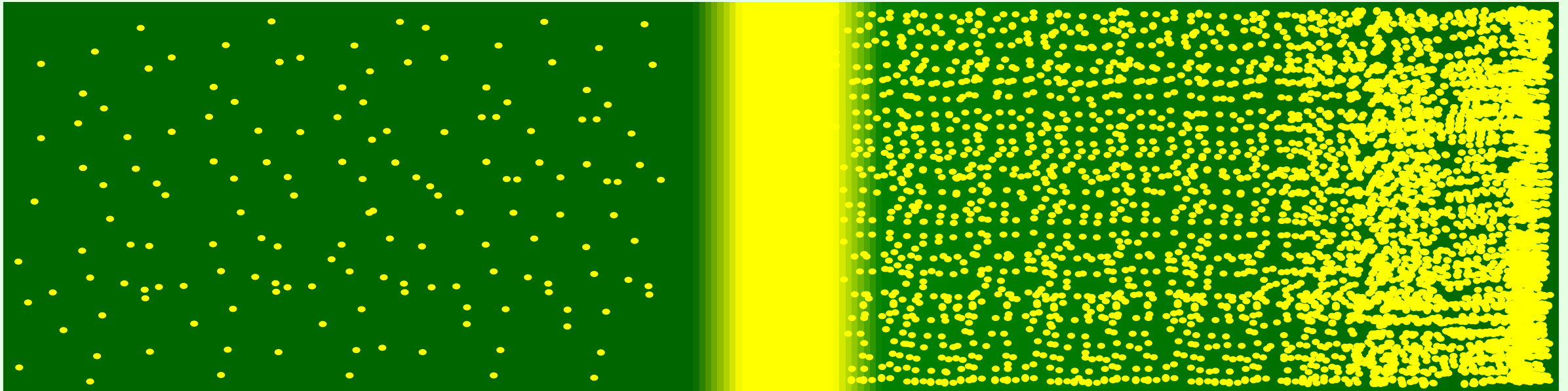
Yellow: online learning

Temporary

# Learning mode change in reality

Before COVID-19

After COVID-19



Green: face-to-face learning

Yellow: online learning

# Because of COVID-19

- Unprecedented challenge
- Disruptive to daily teaching and learning routine
- Upending the education system
- Paradigm-shifting in teaching and learning practices
- Game-changing to educational institutions and market shares/positions
- Ways to do excel and sustain — Be:
  - *Innovative/pioneering*
  - *Change-ready*
  - *Mastering the future*

# Conventional institutions expands online provision

- DL institutions' target student groups
  - More choices , greater market competition
- Expertise in provision of ODL courses
  - In the development of OER and MOOC, conventional institutions seldom seek support from DL institutions.
  - Demonstrate our high competence in effective tutoring and mentoring



# Coming decade of online learning

- Much greater demand for:
  - Online components in conventional courses, and
  - Completely online courses
- Much greater readiness to accept/recognize qualifications from online learning
- Some open universities: gaining more students and popularity; some others: losing their distinctiveness, niche and competitive advantages.





KC Li

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# Thank you!

Let us give our learners  
the best possible!