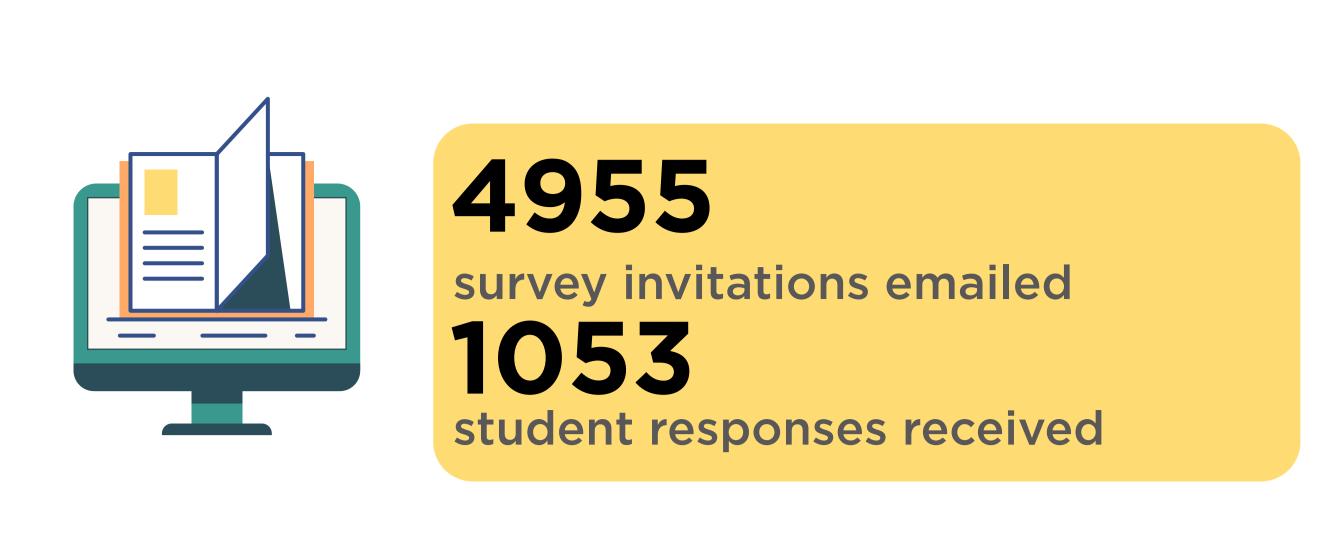
Students Experience of Online Learning

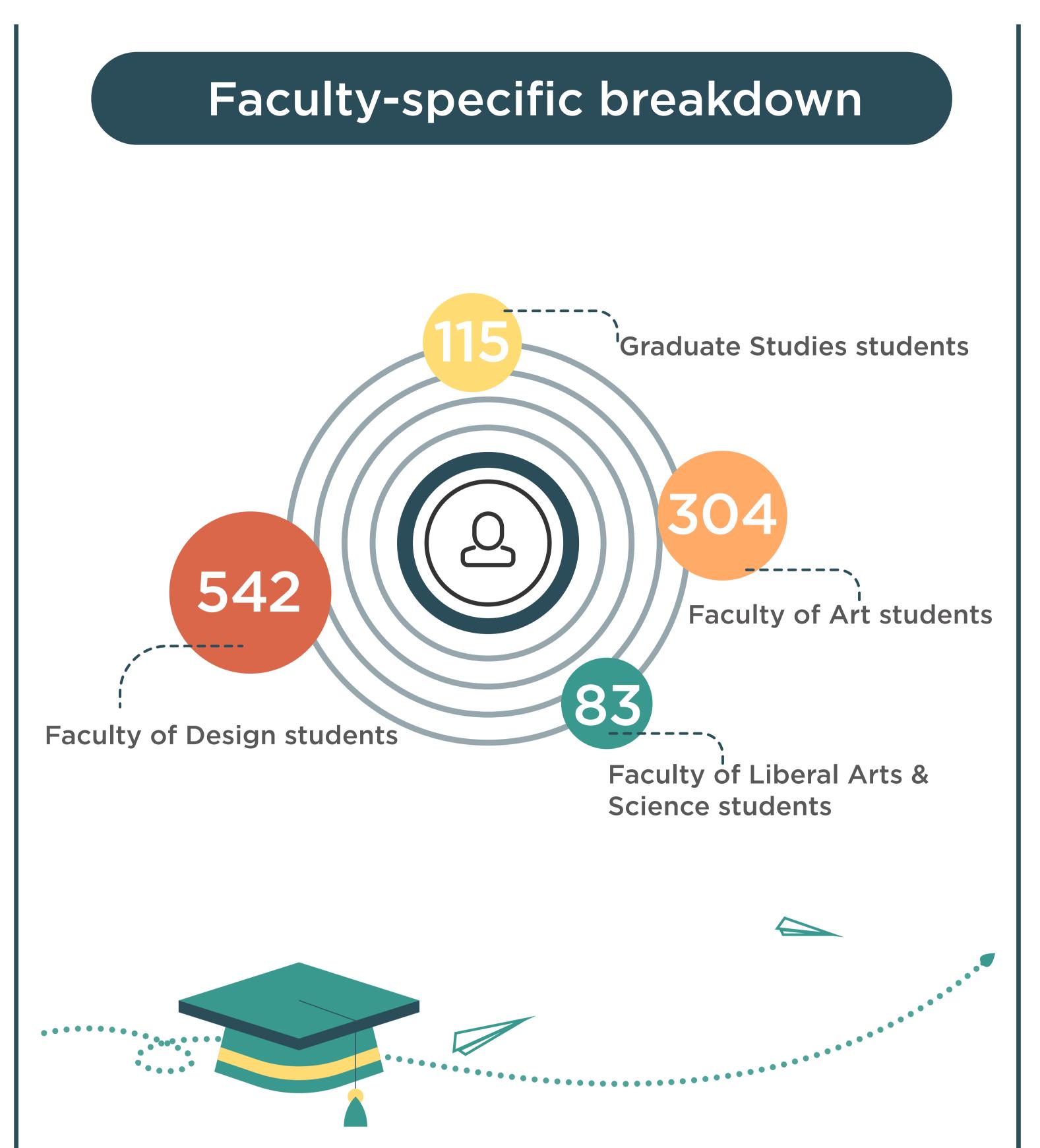
In November 2020, we surveyed students to better understand their experiences with online learning. Our questions focused on challenges and barriers experienced in online learning, as well as perceived benefits.

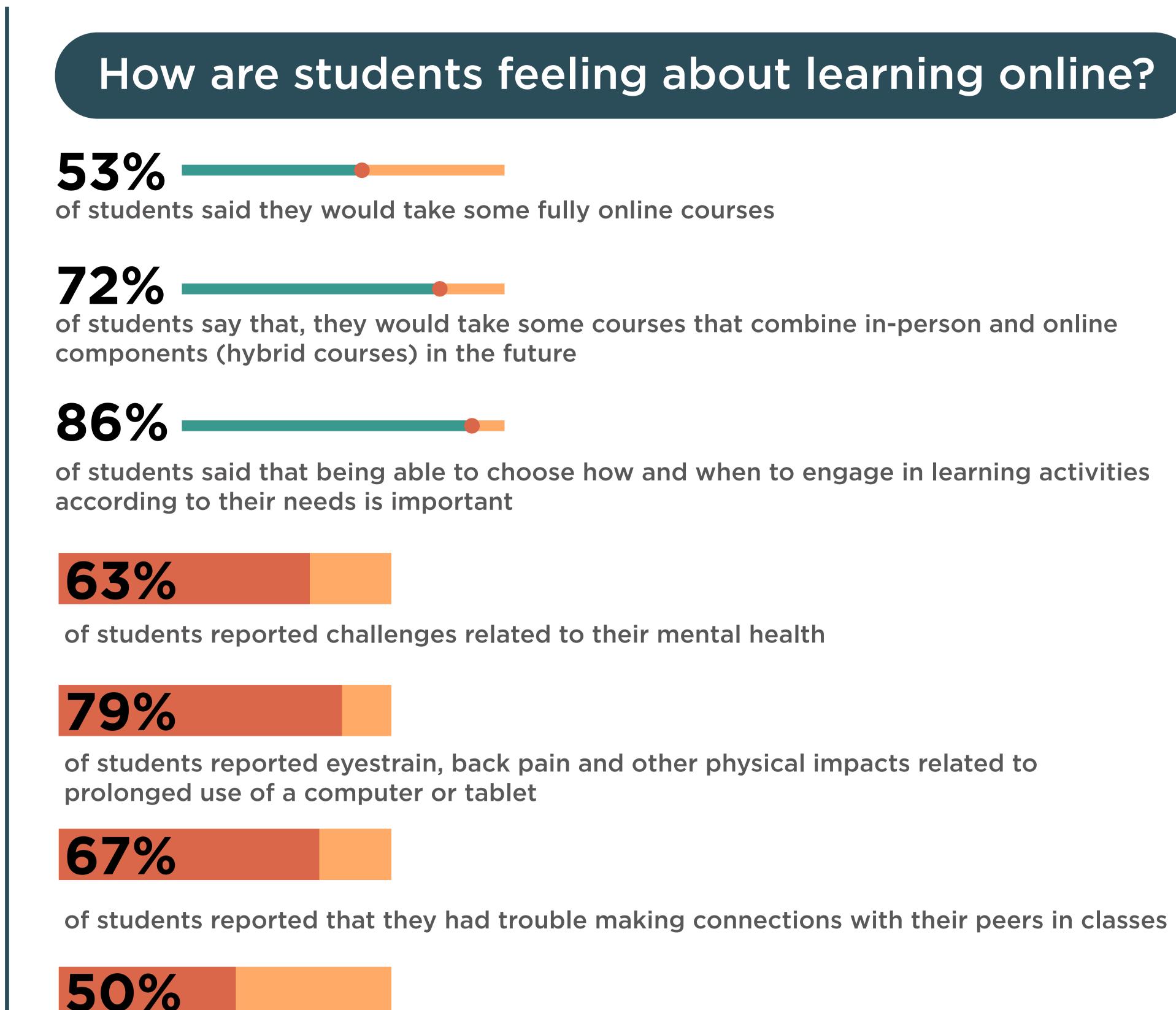


88.6% of responses from undergraduate students

39.0% of responses were from students new to OCAD U

29.8% of responses from self-identified English Language Learners





Barriers to Learning Experienced by Students

Health Related Barriers

Students emphasized:

- the physical health impacts of spending too much time online
- increasing feelings of isolation and loneliness due to the ongoing pandemic

Students experienced:

- exhaustion
- desperation
- anxiety burn out
- breakdowns
- illness



Learning Barriers

Students experienced:

- Increased workload, a focus on managing work instead of meaningful learning
- Recordings that are not uploaded, or uploaded late
- Difficulty completing timed activities Lack of multimodality, an increased reliance on
- reading and writing An expectation to be online at times that do not
- accommodate class/work schedules or time zones Difficulty accessing course materials, such as
- required textbooks Inconsistent captioning of lectures, demonstrations
- or other course materials Strict deadlines and late submission penalties

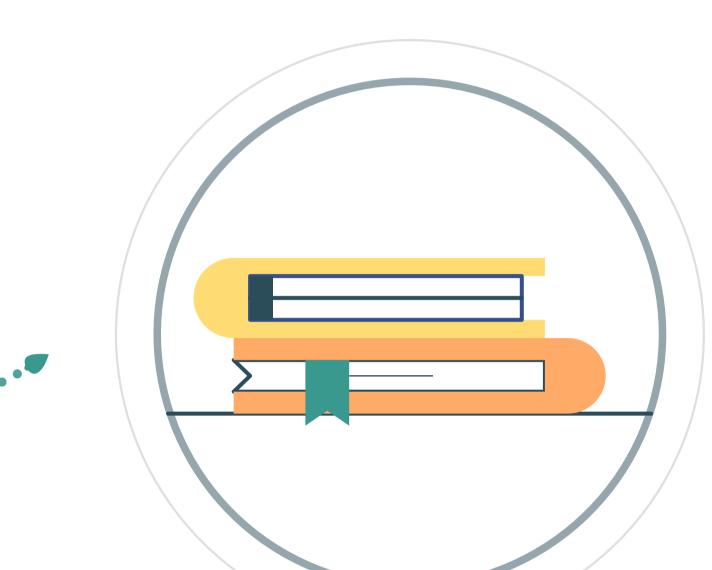
Financial and Situational Barriers

of students reported that the quality of their online learning experience was

Students experienced:

mostly inconsistent across their courses

- Loss of income, or having to work while studying
- Tuition fees, particularly for international students
- Housing insecurity, disruptive or unsafe home environments
- Increased caregiving responsibilities
- Time zone differences and scheduling conflicts

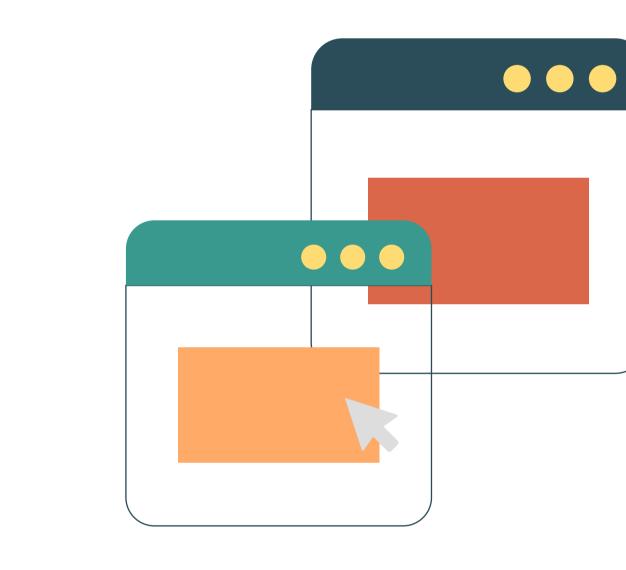


What worked well?

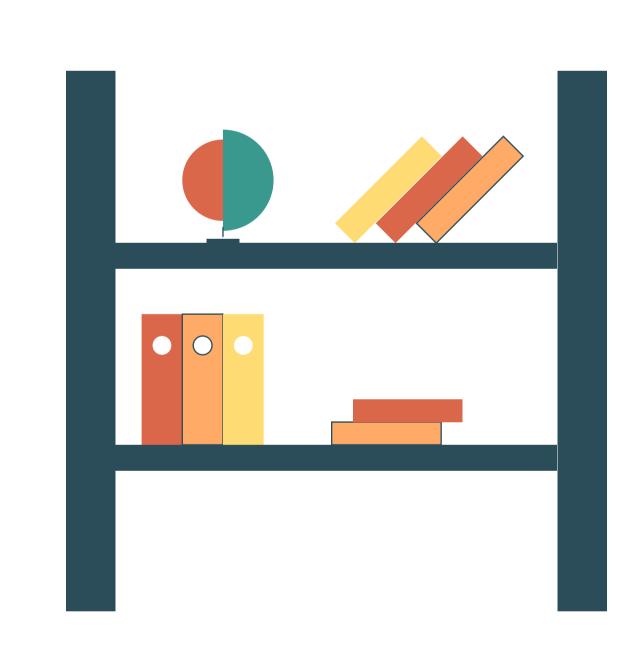
Students reported that both synchronous and asynchronous approaches are important to them.

Students appreciated:

- Flexible schedules and deadlines
- Being able to engage and participate in courses on their own time
- Enhanced accessibility in courses, particularly when videos have captions
- Meaningful synchronous sessions that focus on discussion and connection Professor office hours and one-to-one meetings



How are we addressing student concerns?



A <u>new teaching resource</u> was developed based on these student concerns, providing faculty with concrete strategies for addressing student learning barriers.

The newly established OCAD University Digital Learning Hub will continue to centre student voices and engagement in co-design processes to develop inclusive and accessible hybrid and online learning.

The <u>Hybrid and Online Learning Guidelines</u> will remain in effect through 2021 Spring and Summer terms.

Professional learning workshops, resources and one on one consultations with Instructional Designers and IT Specialists are available to help faculty put the Guidelines into practice in their course design and teaching.

Who can students talk to about concerns in their courses?

Your course instructors have been provided with Guidelines for Hybrid and Online Course Delivery to help them design and deliver their courses online.

If you find that you are having trouble understanding an assignments are not accessible, or are difficult to accomplish due to the pandemic, you can send your instructor a message using Canvas. It may help to copy and paste the specific instructions that you are struggling with, so that your professor knows exactly what you are contacting them about.

If you feel that your instructor is not adhering to the Guidelines for Hybrid and Online Learning, you can contact the Chair of your program or the Associate Dean of your Faculty. In the case of graduate programs, you should consult your Graduate Program Director.

To find out who the Chair of your program or the Associate Dean of your Faculty is, you can use the OCAD U directory.

Where can students get support?

Remote Learning for Students 2020

This Canvas course provides information on what to expect with online learning at OCAD U, including how to use the tools and technology, how to manage your time, and getting support at OCAD U.

IT Help Desk on Teams

OCAD U Library

On Microsoft Teams, you can join Team IT Help Desk for software support, questions about your student account, and troubleshooting. You can also contact the IT Help Desk by email at ithelp@ocadu.ca.

Writing & Learning Centre (WLC)

The Writing & Learning Centre is operating through Microsoft Teams. To get support with your assignments, you can book one-on-one appointments by emailing wlc@ocadu.ca

or by visiting wlcbookings.ocadu.ca. On Microsoft Teams, you can join Team Writing & Learning Centre to attend ELL Open Learning and Drop-In Tutoring sessions.

In addition to providing research support and electronic collections, the library offers free online workshops, game nights and a one-to-one software support service. You can access the library online and follow them on Instagram at @ocadulibrary.

Student Accessibility Services (SAS) You can access Student Accessibility Services for support with accessing academic accommodations that you need in relation to disability, or other physical and mental health

issues. To contact SAS remotely, you can email them at studentaccessibility@ocadu.ca or call them at 416-977-6000 x 339.

Student Wellness Centre (SWC)

Counsellors at the Student Wellness Centre are offering support remotely. Counsellors offer same-day appointments Monday to Friday between 9AM and 4PM (Eastern Standard Time). To book an appointment with a counsellor or doctor you can email swc@ocadu.ca or call 416-977-6000 x 260.

OCAD Student Union (OCAD SU)

The OCAD Student Union represents and advocates for all students at OCAD U. In addition to advocacy, the

Student Union offers food programs, access to a lawyer, student employment opportunities, and an emergency Covid-19 support fund for Black and Indigenous students. You can find more information about the OCAD SU's programs on Instagram @ocadsu, or at ocadsu.org. You can contact the OCAD SU by email. General Inquiries: info@ocadsu.org. Student Advocate: advocate@ocadsu.org



