

# Summary

## Student experience of immediate distance education

### Report of the main findings

Approximately one month after universities of applied sciences and universities were requested (on 12 March) to offer education online, a survey was launched on 15 April with regard to the student experience of distance education. The survey was available for approximately three weeks (deadline 7 May).

The survey was commissioned by the Corona Crisis Management Team and launched by the WOLT to retrieve information for the Facilities and Information Technology, central information provision, the counsellor's office, the Study Career Coaches and StudyNet with the aim of better supporting students.

The results of this survey provide an impression of the student's experience and well-being within the context of immediate distance education and therefore do not provide any insight into the effect what good online education would have on these variables. Good online education requires a thorough redesign based on insights from research in this field. In addition, online education is ideally offered in a balanced mix between offline and online components. Complete online education is a solution that is suitable for only a few students.

### Total response

This report is based on 4084 respondents, including partially completed questionnaires. The report concerns the answers to the closed questions (questions with defined possibilities for the answers).

The results were shared per institute with the quality assurance staff, with a disclaimer stating that the data was not collected for the purpose of determining the quality of online education, but to improve student support. They received a datasheet with details of their institute (also broken down by study programme and by year of study). The interpretation took place during an online meeting of the Learning Network Quality Assurance, during which the insights from the open answers were also discussed.

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# Results for the school (% in agreement)

## Category 1: Facilities for working from home

**Do you have a good internet connection available?**

92% in agreement

**Do you have a good workplace where you can concentrate on study?**

78% is in agreement

## Category 2: Media used for studying from home

**Have you already used Microsoft Teams?**

17% replied in agreement

**Is it continually clear what you must do in MS Teams, and what Cum Laude is for?**

70% replied in agreement

## Category 3: Experiences with RUAS provision of information and support

**Is sufficient information available from RUAS Online when you encounter problems during studying?**

62% replied in agreement

**Does RUAS Online provide sufficient support for you to be in control of your studies?**

59% replied in agreement

## Category 4: Contact with the Front Office

**Do you still have things to take care of at the front office before summer holiday starts?**

15% of students replied in agreement

**Do you have any questions for the front office before the summer holiday starts?**

11% of students replied in agreement

**Do you know how you can now reach the front office easily?**

22% of students replied in agreement

## Category 5: Experience with preparing for choices

**Are you now sufficiently prepared for making choices, such as elective, internship, graduation, Minor, Honours programme, time abroad?**

44% replied in agreement

## Category 6-12 (% in agreement)

### 6. Control and confidence

I manage well to keep an overview of all communication to do with my studies

### 7. Control and confidence

- Do you manage well to study in this online way?
- I feel that I am in control of my studies
- I am confident that I am going to complete my present online courses

### 8. Enjoyment and commitment

- I enjoy my studies as much as before
- I feel just as involved in the school as before

### 9. Organisatie en overzicht

- I always know when and where my classes are taking place online
- It does not take much effort to organise my schoolwork online (lesson preparation and completing assignments et cetera)
- I manage well to keep an overview of all my study related tasks (assignments, lesson material, online lessons)
- I do not know exactly how to successfully complete the year
- I can continually find the learning resources online

### 10. Interaction with lecturer

- During or after the (online) lecture there is always a possibility to ask the lecturer questions
- I know how to reach my lecturer easily
- I feel that my lecturers are involved in my personal situation and how this affects my studies
- I always make contact or get a reaction from my lecturer when I need it

### 11. Contact with fellow students and options for collaboration

- I can easily find my fellow students online
- I have (as much) contact with other students as before
- I have sufficient means to the right possibilities for online collaboration with fellow students

### 12. Support from Study Career Coach

- I get sufficient support from my study programme supervisor (or Study Career Coach) so that I get started and continue to study online

