



In the days following the transition to online study, we have been monitoring your feedback and taking action through existing and new initiatives to support you through this uncertain time.

We have recognised **three key themes** emerging across a variety of student feedback channels and have undertaken a number of actions in response. These key themes are described below, followed by a summary of the related **actions and initiatives that are available to support you.**



TECHNICAL AND PRACTICAL ASPECTS OF STUDYING ONLINE

Feedback related to this theme includes concerns with virtual tools such as Zoom, access to required equipment and resources and concerns related to online assessment.

"I'm worried I won't be able to perform as well on an online exam as a written exam."

"Tutors: is anyone else finding that Zoom is pretty useless? Today it will not even start meetings for me, and other days it's been pretty glitchy. I'm wondering if it's a traffic issue or if it's just me."

"It is just so much harder to get through the content online, and I have more anxiety going into my exams because I am worried they will make them harder since they are online and it could be open book."



HEALTH, WELLBEING AND ADJUSTING TO STUDENT LIFE ONLINE

Feedback related to this theme includes managing motivation to study online, collaborating during online classes, mental health impacts of isolation and access to healthcare should you become ill.

"I feel like a lot of people have taken this as an excuse to just not do anything and just sit back. So I feel like all my collaborative learning that we're meant to be doing is really just me talking to myself in a zoom room while others sit there with their camera off and muted and not contributing."

"It is a lot of self-study and motivation which is hard."

"I am not sure what it is but I am way more exhausted than if I was going into uni."



FEARS AND CONCERNS RELATED TO FINANCES AND FEES

Feedback related to this theme includes impacts due to loss of employment and concerns that the UQ learning experience has been compromised as a result of online study.

"I feel like I am not getting the full practical experience and am only getting a fraction of what I have paid for."

"How many people in here have lost or are set to lose part time or casual jobs because of the current pandemic? How many students aren't going to be able to be self-sufficient anymore?"

"Who here feels like their fees should be reduced due to everything being online? There's a petition going around if anyone's interested in signing it and hopefully changes are made."



How we responded (1/2)

The table below summarises your feedback related to each of the three key themes along with some of the actions we have taken to date, as well as a number of new initiatives that are in progress.

Key Theme	You said	We listened
	You shared that there have been some issues and challenges with virtual tools, such as Zoom and Blackboard	<p>ITS has worked to increase the bandwidth through AARNET with the vast majority of Zoom connection issues now resolved.</p> <p>ITS have adjusted the configuration settings between different service components to support the increased volume of students accessing learning resources online through Blackboard. ITS will continue to monitor the service with greater focus on availability as well as experience.</p>
	You shared that you were having difficulty accessing online course materials from China	<p>ITS has worked with a company based in China to boost access for students through the UQ VPN. Step by step instructions were provided to support you when installing and configuring your VPN access.</p>
	You shared concerns about impacts to academic performance due to online study and assessment	<p>The UQ Library has collated a number of resources on their website to support you with your study on online and utilising library services remotely. This includes links to online courses and guidance aimed at preparing for exams by testing your learning and utilising digital tools to collaborate and study with other students.</p> <p>The Vice-Chancellor and Deputy Vice-Chancellor (Academic) have approved a number of policy and procedure adjustments that will allow for a more pragmatic and flexible approach to certain dates and activities that are impacted by the recent changes implemented in response to COVID-19.</p>
	You shared concerns regarding access to required equipment and resources for studying online	<p>The UQ Library established a Laptops for Loan scheme. Laptops have been distributed on a case by case basis to approximately 100 students who required this type of support. An additional 29 laptops have been allocated and are awaiting collection.</p> <p>Select 24/7 Study Spaces remain open and can be accessed with your UQ Student ID card.</p> <p>You are still able to access teaching rooms on campus, but must practise physical distancing. Adherence to physical distancing protocol is being monitored by campus security.</p>
	You shared the physical and mental wellbeing risks of self-isolated study	<p>The UQLife Virtual Village is a new online platform to help you build connections, ask questions, get advice and have fun with others in the UQ Community. While it is essential that we physically distance ourselves, it is more important than ever to remain socially connected and the Virtual Village offers you the opportunity to connect with groups and individuals, attend workshops and social events, network with others in your community, as well as help you navigate your way through your #UQlife, from anywhere in the world.</p> <p>The UQLife team has been busy developing a range of new and innovative experiences that you can participate in virtually from home. These include live online classes for workouts, meditation and yoga. Visit #UQLifeOnline for information.</p> <p>UQ is offering counselling appointments (delivered via phone, Zoom or Skype). The Counselling and Crisis Line: 1300 851 998 also remains available.</p>



How we responded (2/2)

The table below summarises your feedback related to each of the three key themes along with some of the actions we have taken to date, as well as a number of new initiatives that are in progress.

Key Theme	You said	We listened
	You shared that you are having trouble adjusting to studying online	<p>Student Services has provided a number of useful resources to help you improve your study skills and motivation including a Daily To-Do List template to help you plan your day at home.</p> <p>The UQ Library has collated a number of resources on their website to support you with your study on online and utilising library services remotely. The UQ Library is also providing links to electronic versions of items in course reading lists and, where possible, providing access to digital versions of print items held in library high use collections.</p> <p>Learning adviser appointments are being delivered via Zoom. Appointments can be booked through the Student Hub.</p> <p>Student Life are running their Learning Workshops online, covering a range of topics and sessions to help you to improve your academic, life and wellbeing skills.</p>
	You shared that you are overwhelmed with the volume and clarity of communications	<p>We are currently considering how we can better coordinate and streamline communication with you. The central team is working with Faculty and School leaders to minimise duplication of information sent to you.</p>
	You shared your concerns about access to medical services	<p>UQ Health Care remains open to all students, with the teams of GPs, nurses, allied health professionals and specialists providing care across five medical clinics in Ipswich, Annerley, Meadowbrook, St Lucia and Gatton.</p>
	You shared that you are financially impacted by changes in your employment	<p>We have increased the UQ Hardship Fund. This fund is used to support students who find themselves in financial difficulty and may not have the means to continue their studies.</p> <p>We have delivered hundreds of care packages at no cost to students who are currently in isolation. If you require a care package, you can order one through Student Services.</p> <p>We are delivering hampers for a nominal fee to students who are finding it difficult to get food - for example, supermarkets are no longer doing deliveries. You can order a hamper here.</p>
	You shared your requests for fee adjustments as a result of the transition to online learning	<p>There will be no reduction in tuition fees or SSAF fees for Semester 1, however UQ has committed to providing extra financial support and several value-adding activities for students in acknowledgment of the challenges that this semester poses.</p>