



# From Coping to Reflections: Experience During COVID-19

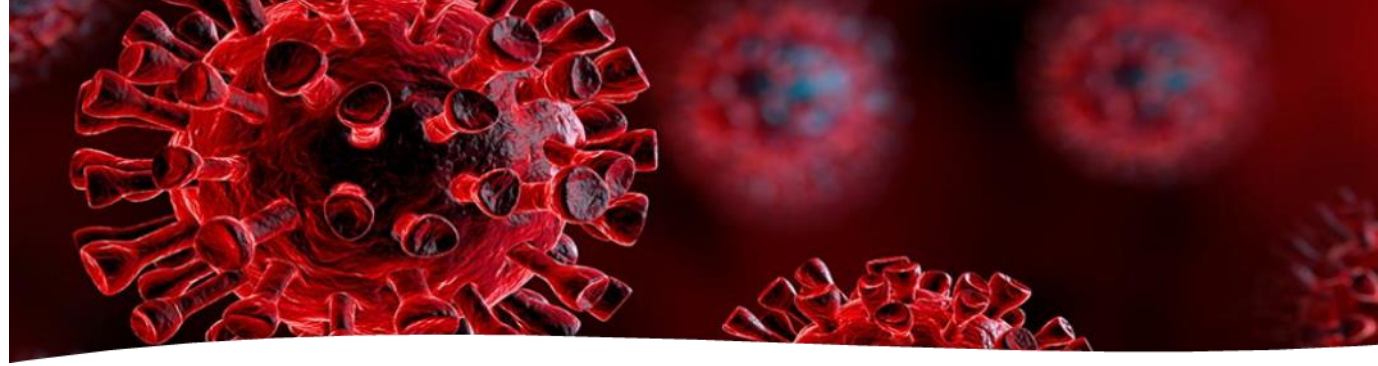
Dr Kim Mak  
President

# An Unexpected Event



- Switched to online teaching from November 2019
- One view was to defer teaching till after Christmas
- But also saw the need for **contingency** and for experience to overcome the human factor
- To lead vs to follow – and decided to start for 2 weeks

# COVID-19



- Could neither have predicted it specifically in Risk Management nor how long it would last
- Given the experience in November, able to spring to action immediately after CNY to respond to COVID-19
- Could still only plan for the immediately next phase of no more than several weeks ahead

# Discovery of Challenges

- Infrastructure, not only ours but also students'
- More staff time, different skills
- Working from home or reduced hours
- User training and support – for staff as well as students
- Need for structure, peer interaction
- Anxiety and uncertainty

# Changing the Paradigm

- From 'mitigation' to 'alternative ways to deliver experiences and services'
- Online lectures to follow real time table – to give structure
- All support units to ensure delivery of services by either online or face-to-face means or both
- Scenario planning – deferring Sem 2 or not
- Step up engagement
- Regular communication

# Multiple Platforms

- Campus kept open, albeit with rigorous health protocol
- Multiple collaborative platforms
  - Zoom
  - Teams
- Learning Management System – Moodle
- Integration of Collaborative platforms with Moodle
- Email, whatsapp, shared folders
- Webcast or Zoom events

# Zooming Home Programs

## Week 3

**zoom** **SAO**  
Zoom ID: 753 727 5645

Week 3  
30/3/2020 - 4/4/2020

星期一 Monday	星期二 Tuesday	星期三 Wednesday	星期四 Thursday	星期五 Friday	星期六 Saturday
午間時段Zooming Home! 忙裏偷閒釋真D!					
Zoom真D 「真係、真係、真係」 Zooming Home and More 嘉賓 Guest: Mr. Gary Lam (Design Department)	Zoom真D 「生果、生果、生果」 Zooming Home and More 嘉賓 Guest: Mrs. Chan Ka Man (BAU/CPA)	Zoom真D 「真係、真係、真係」 Zooming Home and More 嘉賓 Guest: Mr. Joseph Ho (BAU/CPA)	Zoom真D 「生果、生果、生果」 Zooming Home and More 嘉賓 Guest: Mrs. Anna Cheung	Zoom真D 「真係、真係、真係」 Zooming Home and More 嘉賓 Guest: Dr. (DAN) Ho A-wah (Pharmaceuticals)	Zoom真D 「真係、真係、真係」 Zooming Home and More 嘉賓 Guest: Prof. Anthony Chan (CCB)
黃昏時段Zoom—Zoom! 鬆一鬆! Zoom-ing! Relaxing! Evening!					
Zoom+ 網上學習坊 嘉賓 Guest: Mr. Wai-hing Li (CPA)	Zoom+ 網上學習坊 嘉賓 Guest: Mr. Simon Tang (BAU/CPA)	Zoom+ 網上學習坊 嘉賓 Guest: Mr. Yip Yau (BAU/CPA)	Zoom+ 網上學習坊 嘉賓 Guest: Mr. Yip Yau (BAU/CPA)	Zoom+ 網上學習坊 嘉賓 Guest: Mr. Yip Yau (BAU/CPA)	Zoom+ 網上學習坊 嘉賓 Guest: Mr. Yip Yau (BAU/CPA)

- 參與每四節星期一至五的Zooming Home活動 (每節半小時) - 可以代替參與一場 Integrated Seminar 及 College Life & U (Part C Seminar)
- 參與本星期六的Zooming Home特別活動 (該節為一小時三十分鐘) - 可以代替參與一場 Integrated Seminar 及 College Life & U (Part C Seminar)
- 同學必須於登入電郵或用戶名稱中顯示自己的學生證編號 - 並於活動進行期間連續登入三十分鐘。

## Week 4

**zoom** **SAO**  
Zoom ID: 753 727 5645

Week 4  
6/4/2020 - 10/4/2020

星期六 Saturday	星期日 Sunday	星期一 Monday	星期二 Tuesday	星期三 Wednesday	星期四 Thursday	星期五 Friday
午間時段Zooming Home! 忙裏偷閒釋真D!						
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- 參與本星期六及下星期五的Zooming Home特別活動 (該節為一小時三十分鐘) - 可以代替參與一場 Integrated Seminar 及 College Life & U (Part C Seminar)



# Zooming Home Programs

Based on the themes of  
**Self-Understanding**  
covering a variety of topics  
ranging from self to family  
and the society.

Integrated with the theme  
of Body-Mind-Spirit  
**Self-Growth**

The **Self-Understanding Workshops**  
and **Self-Growth Workshops** are  
substituted by  
**Zooming Home Programs**

**109** Zoom sessions  
running from March to  
May 2020

**5720** visits by students  
of CIHE and CBCC



# Effectiveness of Online Learning

- Dedicated Team – oversight and coordination
- Reaching out to listen to students (SAO)
- Continuous discussions and reviews at different levels of committees
- Experience sharing among staff

# Priorities

- Maintaining learning progress
- Appropriate assessment
- Contingencies for catching up with skills training
- Minimise delays to graduation

# Maintaining Learning Progress

- E-Resources usage: 80% rise from Jan-Aug 2020 compared with same period in 2019
- Peer to Peer tutoring: Learning Resource Centre for Health Sciences (with QESS support)
  - improvement in passing rate and learning engagement
- Weekly report: Zoom usage & attendance
- Close monitoring and follow-up of students' progress via assessments

# Skills training

## Simulated Class

- Scenario-based teaching in NursLabs.
- Broadcast to Lecture Hall for other students.
- Engage students in the learning process through Q&As.

明愛白英奇專業學校  
Caritas Bianchi College of Careers



明愛專上  
Caritas Institute of Higher Education



# Beyond e-Learning

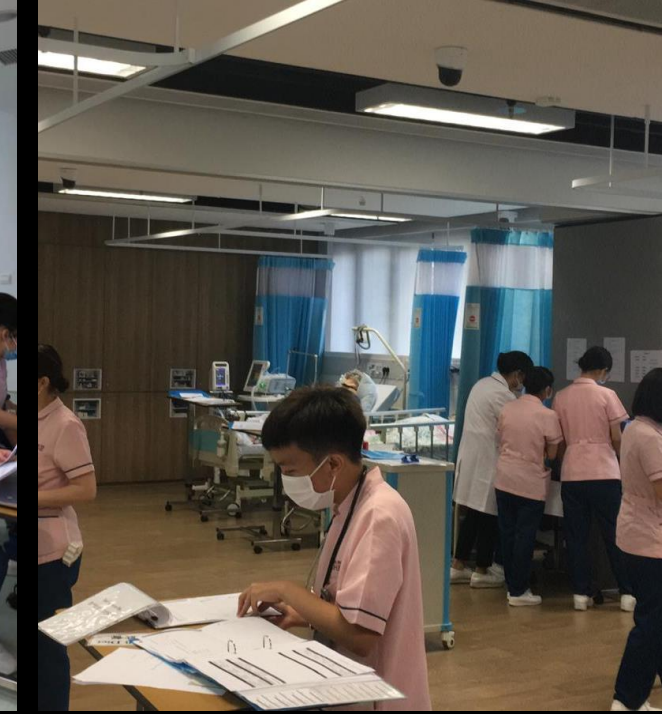
- Final year students of BNur most affected by the unavailability of practicum
- Maintaining standard as well as timely graduation being important to community
- Developed Alternate Mode of Clinical Training Programme

# Alternate Mode of Clinical Training Programme (AMCTP) (May 2020)



# Skill Review Workshop





## Simulated Ward

- 2-3 Students take care one patient in one shift.
- Real patient actor provides interaction in care.

# Students' feedback of their satisfaction with learning experience:

• Skill review workshop	81%	
• Sim-Class in medical	73%	<i>Sim-ward where Total Patient Care is carried out is the most useful section for students to prepare future career.</i>
• Sim-ward	70%	
• Sim-Class in Obstetrics	67%	
• Sim-Class in surgical	63%	
• Sim-Class in peri-operative	46% [note]	

Note: possibly because student thought it unlikely that fresh graduates would work in OT; possible future improvement is to set up a OT environment.

# Programme Satisfaction

Programme Evaluation Survey  
Bachelor of Nursing (Honours)  
Academic Year 2018/19 & 2019/20 (By Section)

Question 27: Overall, I am satisfied with the quality of the programme.

Section H: Student voice

Section G: Learning community

Section F: Learning resources

Section E: Organisation and management

Section D: Academic support

Section C: Assessment and feedback

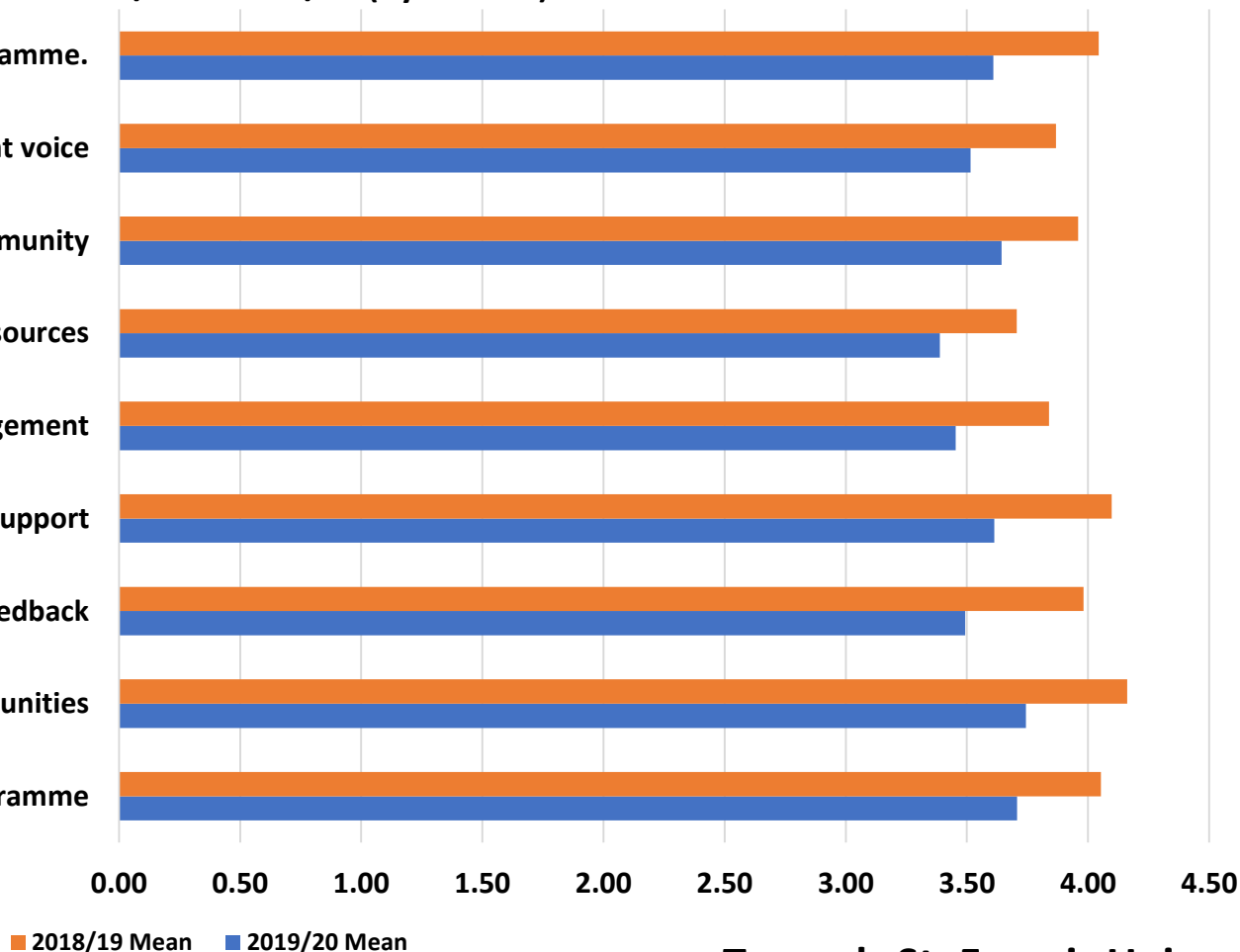
Section B: Learning opportunities

Section A: The teaching on my programme

Responses:

2019/20: 87

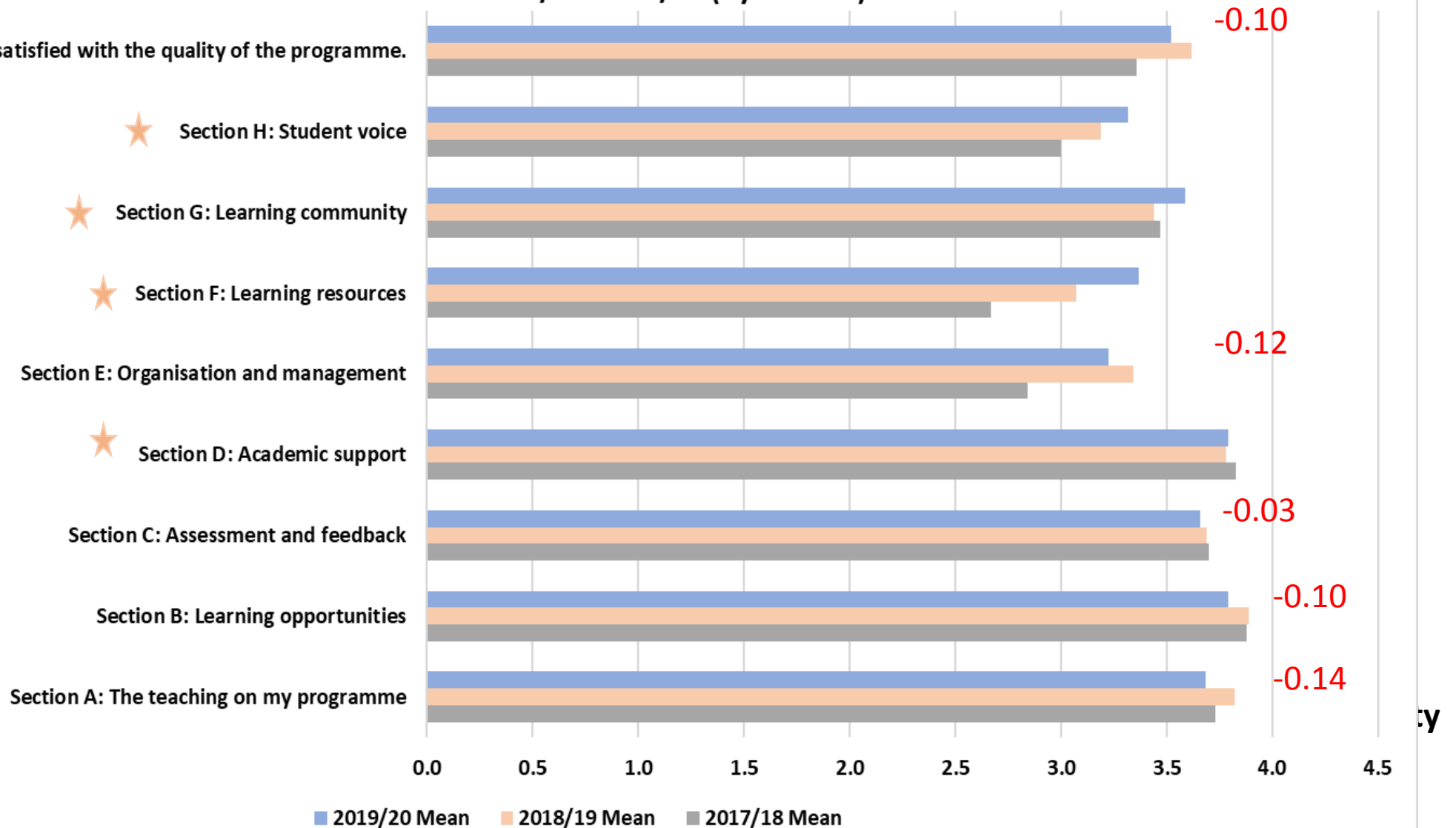
2018/19: 112



# Programme Satisfaction

## Programme Evaluation Survey Bachelor of Social Sciences (Honours) Academic Year 2017/18-2019/20 (By Section)

Question 27: Overall, I am satisfied with the quality of the programme.



Responses:  
2019/20: 46  
2018/19: 89

# Online and Offline Integration

- Info Day
- Student recruitment
- Towards the New Norm



Source: on.cc video

Thank you

Towards St. Francis University  
邁向聖方濟各大學