

Title: A Moving Experience: challenges, successes and lessons from 'pivoting' a large class and teaching team.

In 2020 Introduction to Business (ITB), a full-year course with 268 students delivered by 8 tutors, 8 lecturers and a team of experienced administrative and technical support staff, faced the challenge of pivoting into an online course, having been unchanged in structure and delivery model for over 28 years.

This mature course had a physical supply chain that extended outside the university including a custom printed text from Pearson, delivered to students and recycled through close cooperation with Blackwell's, and sponsored engagement with RBS/NatWest whose staff were part of formative student feedback processes.

The delivery model had to migrate to what resembled a craft industry: the teaching team was now distributed across Europe, predominantly working from home and delivering to students across the world who had never been on campus, sometimes through national firewalls into countries where access to education was not open and bandwidth extremely variable.

Lecturers crafted and delivered online course materials for the first time and tutors had to engage with computer-mediated delivery of tutorials. Some of these staff were new to both the University and the sector, including the course administrator who had never actually been on campus. This surfaced a lot of challenges, not least how a tutor with decades of expertise in established delivery practice can set up and navigate online tutorials with multiple breakout rooms when they are registered blind.

In this talk I will review how we met these challenges and acknowledge exceptional contributions across the teaching team, by Pearson and Blackwell's, and particularly by students who worked in groups to submit presentations that were not required for summative assessment but resulted in the highest ever number of prizes for student work being awarded by the RBS/NatWest panel.