Pivot or Die!
A Discussion on how Institutions Survived COVID-19
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March 2020 - “The Centers for Disease Control and Prevention (CDC) is closely monitoring developments around the COVID-19 coronavirus first identified in Wuhan, Hubei Province, China.” U.S. Government
Dear Faculty, Students and Staff:

Embry-Riddle Aeronautical University’s two residential campuses remain unaffected by the novel coronavirus (COVID-19). The World Health Organization now describes this situation as a pandemic. To help keep you and our communities safe, and after careful deliberation, Embry-Riddle has decided to migrate most classes online, effective March 18 until at least April 6.

Embry-Riddle’s plan is as follows:

• Spring Break will be extended, with no classes held March 16-17, but our campuses will be open. Classes will resume online as of Wednesday, March 18.
• This timing will allow residential campus students to return following Spring Break, if they wish, retrieve items essential to their academic success such as devices and textbooks, then go home or stay on campus.
• For any students who are unable to return to campus but need critical items such as course materials or medications, Embry-Riddle will provide shipping assistance.
• Some Embry-Riddle courses and programs involve one-on-one instruction and fulfillment of regulatory requirements (e.g., flight training and Aviation Maintenance Science). Students with these types of educational challenges may choose to complete spring 2020 coursework on their campuses, with enhanced health precautions.
• Residence halls will remain open to accommodate students who make the decision to live on campus. Embry-Riddle is working to maximize safety for all students. Those who choose to return will be expected to comply with all safety standards.
• Food services will be available, but with limited options and hours.
• All large gatherings, including Athletics activities such as practices and group meetings, are cancelled.
• Faculty and staff will continue working on their campuses as usual to ensure continuity of education as well as services for students.
• Likewise, Embry-Riddle Worldwide, our award-winning online campus, will carry on as always. Worldwide faculty will work with their residential campus colleagues, as needed, to provide all students with high-quality online instructional materials.
• Nonessential international as well as domestic business travel has been curtailed.

As one of the nation’s top five online educators for the past seven years, Embry-Riddle has the technology and expertise to provide engaging, interactive remote instructional experiences. We will work hard to ensure that all students, and especially graduating seniors, complete their spring semester courses on time. In most cases, students working online will be able to continue with their same faculty members.
**Title:** Coronavirus Update: Embry-Riddle Extends Online Classes, Offers Commencement Options, More

**Body:** With the continuing spread of the novel 2019 coronavirus (COVID-19), Embry-Riddle Aeronautical University today announced that all classes will taught online until at least the end of the spring 2020 semester.

Residence halls remain open to students only (no visitors). Limited dining services are also operational for students who choose to remain on Embry-Riddle's residential campuses in Daytona Beach, Fla., and Prescott, Ariz., where stringent health protocols are in place.

Spring 2020 commencement ceremonies for all Daytona Beach and Prescott Campus students as well as Worldwide Campus who had planned to walk across the stage April 24-25 have been postponed. Commencement for those graduates will take place in December 2020.

For graduating Eagles who prefer or cannot make it to the December commencement, we know that you will want to celebrate your accomplishment with friends and family. Please be assured that you can walk across any Embry-Riddle commencement stage anywhere in the world, at any time. A list of upcoming ceremonies can be found online.

Other commencement notes:

- Additional information for Prescott Campus students will be provided soon.
- The Worldwide Campus spring commencement in Germany will be postponed until October 10.
- For further information on Worldwide Campus commencements, email wwgrad@erau.edu.
- Worldwide Campus students in Singapore, please check with your campus leadership as your situation may be different from what's described here.
Embry-Riddle has set forth the following safety rules for everyone:

- Carry and display your Embry-Riddle ID at all times while on campus (lanyard or clip).
- Have a wellness/temperature check every 24 hours.
- Wear a face covering in all common areas, both indoors and outdoors, whenever you are on campus. Face coverings can be removed only in your private office, behind a closed door. If you work in a cubicle-type area with colleagues, everyone must wear a face covering.
- Maintain physical distancing (six feet apart) at all times.
- Clean your desk and/or table at the start of class or your workday.
- Wash your hands and/or use hand sanitizer frequently throughout the day.
- Stay home if you are sick.
Actions Taken in the first 30 Days

Embry-Riddle Aeronautical University (ERAU) Senior Vice President for Academic Affairs and Provost created a working team known as the Business Continuity for Education

• Members of the team were:
  • ERAU Senior Vice President for Academic Affairs and Provost,
  • ERAU Vice President and Chief Information Officer (CIO),
  • Chancellor of ERAU – Worldwide Campus,
  • All three campus Directors from Center for Teaching and Learning Excellence (CTLE),
  • ERAU – Worldwide Campus Executive Director from Instructional Design and Development (IDD),
  • ERAU – Worldwide Campus Executive Director of Academic Technology (AT),
  • ERAU Executive Director of Information Technology Services (IT).

Mission

• Help pivot the students to a remote learning environment. ERAU defined "remote learning environment" as students accessing their course materials from the Learning Management System (LMS) Canvas, where faculty had placed videos, readings, quizzes, and anything else the student might need to help them finish the spring term.
The major concern ERAU Leadership had was how Residential Students would adapt to the move to remove learning. Training and support for Residential Faculty was one component ERAU Leadership felt would help with the success of ERAU students.

The Rothwell Center for Teaching and Learning Excellence (RCTLE) was tasked with providing a basic remote training course (1-2 hour procedure) to help introduce Residential Faculty to the elements of remote teaching. Residential faculty were required to complete the training to help reduce any anxiety or at least limit concerns.

RCTLE also has a public facing website (https://rctle.erau.edu) where all faculty could search for information, request assistance, and review resources regarding online teaching, and best practices in teaching online.
Survey: A comparison between ERAU Spring Remote Learning and ERAU-W May 2020 Online Learning

During an ERAU Leadership Team meeting, an idea was introduced to compare the faculty support and services that were provided in Spring 2020 Remote Learning Term to the May 2020 Online Learning Term where residential faculty were trained in online teaching to see if student satisfaction was higher or lower to each other based on Evaluation KIT questions from each campus.

Five areas were used to compile a fair and statistically accurate means of comparison. The five areas were: Instructor experience, meaningful feedback, available for consultation, kept class engaged, and overall impression.

<table>
<thead>
<tr>
<th>Area</th>
<th>Worldwide Mean</th>
<th>Daytona Beach/Prescott Mean</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Experience</td>
<td>4.4681</td>
<td>4.1567</td>
<td>7% ↑ Worldwide</td>
</tr>
<tr>
<td>Meaningful Feedback</td>
<td>4.2805</td>
<td>3.8563</td>
<td>9% ↑ Worldwide</td>
</tr>
<tr>
<td>Available for Consultation</td>
<td>4.4347</td>
<td>3.9637</td>
<td>11% ↑ Worldwide</td>
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<tr>
<td>Kept Class Engaged</td>
<td>4.2706</td>
<td>3.8266</td>
<td>10% ↑ Worldwide</td>
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<tr>
<td>Overall Impression</td>
<td>4.2706</td>
<td>3.9602</td>
<td>9% ↑ Worldwide</td>
</tr>
</tbody>
</table>
Now it is your turn...

How do you survive?
What were some of your challenges?
What was one thing you never got right?
How prepared are you for any future disaster?