

# Challenging situations online teaching and learning

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*This list has been adapted from the university's Leading in Learning project on 'critical incidents' in PBL by Patrick Bijsmans and Mirko Reithler (FASoS)*

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## Situation 1: Counting on the tutor

During the tutorial students are not reacting to each other. They are addressing their questions to the tutor all the time, instead of discussing the problem with their peers.

## Situation 2: A few hardworking students

During the tutorials only four hardworking students are actively participating. The rest of the group is rather passive. The tutor does not want the rest of the group taking advantage of those four students. However, at the same time the tutor appreciates the efforts of the four students and does not want to kill their contribution to the discussion.

## Situation 3: Students are doing something else on their device

During the group discussion some students seem to be doing something else on their laptop or tablet.

## Situation 4: Incomplete

During the post-discussion all students are actively discussing, yet it is clear that they have not understood the subject matter very well. I.e. while the group process is going very well, the essential elements of the subject matter are not being discussed.

## Situation 5: No preparation

During the tutorial it becomes apparent that most students have done little or no self-study.

## Situation 6: No online pre-discussion

Given the current situation students are asked to arrange online pre-discussion. This way tutorials can be shortened to an hour and only focus on the post-discussion. Yet, from the quality of the problem statement and learning objectives it is clear students do not sufficiently pre-discuss the assignment, undermining the quality of the post-discussion.

#### Situation 7: No interaction

When learning goals are discussed students read out the information that they have found. They report unconnected data and no questions are asked. However, students are active, there is no interaction between group members.

#### Situation 8: The quiet group member

The group discusses what they have learned about the learning goals. One student's body language suggests that they have clearly prepared, but they remain quiet and do not offer information or raise questions. When the student discussion leader or the tutor is addressing this student, they are not really responding.

#### Situation 9: Reading out loud

When the learning goals are discussed students only read out from their notes. They do not critically discuss the information.

#### Situation 10: Unprepared again

Once again, one student has not done any self-study and seems disconnected from the discussion throughout the tutorial.

#### Situation 11: Student discussion leader

The student discussion leader is doing an awful job. Yet, the other students of the group do not say anything about it.

#### Situation 12: No response

The tutor asks a question to the group. As students do not react, the tutor rephrases the question. However, still there is no response from the group.

#### Situation 13: No camera

Due to the fact that some students have turned their camera off, it is difficult to assess whether they are engaged with the discussions. The tutor asks students to turn their camera on, but they refuse to do so.

### Situation 14: Zoompt\*

As the course progresses, it becomes clear that most students are feeling that they have been on Zoom too much. They are increasingly detached from the discussion.

### Situation 15: Zoomery\*

While some students are apt at working with Zoom, others are not or are experiencing technical problems. Yet, the course has to go on.

\* See below for Zoom terminology.

#### The terminology of Zoom - new entries to the OED

**Zoomery** – the art of using Zoom, as in Gary is a master of Zoomery

**pre-Zoom** – referring to the Skype Age, an era shortly after the Stone Age

**Zoomin-meets** – the practice of organising virtual sex-parties via Zoom  
in which the participants dress as Moomins

**Zoom-me-up-Administrator** – a traditional chant used in Zoom waiting rooms

**Zoompt** – referring to the feeling of having zoomed too much

**Zoomesquery** – the careful arrangement of items of décor in the home  
to impress other zoomees

**Zoom-flinch** – the instinctive withdrawal from the screen if another zoomee  
coughs or sneezes

**Utterly Zoom** – an expression of admiration for a comment or gesture  
by a fellow zoomee

**Zoomicure** – measures to improve one's appearance before a Zoom meeting

**un-Zoomic** – referring to zoomees who mal-position their screens, showing views  
up nostrils, chins-only, brows-only, no head at all

**Zoom-zoos** – the cats, dogs, hamsters etc. held up against their will by zoomees  
to show off to others

**Zoomitage** – referring to Zoom meetings in which all participants are utterly  
silent for forty minutes

**Zoomophobia / Zoomophilia** – fear/love of using Zoom