

## OLLI at Pitt Informal "Pandemic" Member Survey Sample Comments

**For you personally, how have online courses been a positive feature? How has the program been good for you in these last months?**

Extremely positive. Zoom is a terrific program for learning and I endorse it fully. The online courses have been overwhelmingly positive during this pandemic when so many of us cannot get out to socialize or communicate with others. I hope it lasts long after the pandemic is over. (God willing)

Online courses have allowed for a large range of new material to be presented. They also mitigated against those who tended to dominate classes. Having questions in chat also cut down on long winded questions and pontificating.

I have really enjoyed the opportunity to participate in online courses this fall, given the impossibility of holding classes in person. The courses have worked out well and they have also helped to structure the week in the same way that in-person classes do albeit without the benefit of socializing, but with the benefit of not having to travel or find parking. Actually, in the winter, having online courses may turn out to be especially appealing.

It takes us over an hour to get to Pitt and my husband has some mobility issues, so being able to enjoy classes at home has been great. We have been able to take more classes, have more time to check out the related documents, and save a lot of money in travel, meals and parking

I think the online courses have been WONDERFUL, both in the quality of instruction as well as the convenience of taking the class at home. I don't have to fight the traffic! I don't have to fight for a parking space. I don't have to get all dressed up for classes! And, it helps to have something to look forward to since we are pretty much grounded! (I'm also saving \$\$\$ taking classes this way! -:) I very much appreciate all the time, energy and effort that has gone into providing this program for us! Also, appreciate the quick pivot you all did to make it happen!

I love the convenience. Everyone is so very patient and understanding of those not as technically experienced.

Olli classes being available online has given me the opportunity to participate in classes. I do not live near public transportation and I had stopped enrolling in classes because of the hassle and cost of driving to Oakland before the pandemic. The initiation of online classes gives me the benefits of the Osher program. A secondary benefit of OLLI's Zoom training is that I now have the skills to engage in other online opportunities as well as socialize with family and friends during the pandemic. Several years ago when I was commuting to Oakland for classes, I would only do so on one day. Now, I am taking a broader range of classes on multiple days. I don't have the hassle, cost and time lost driving to Oakland. .

Something to look forward to that is separate and different from the Covid/election/ protest issues.

I am happy to be able to sign on, take a class, and not have to travel to Oakland. It allows me more time in my day to plan other things. I truly dislike trying to find a parking place. I have come not even to mind the cost as much as locating a spot. I could take a bus within a short distance from my house and am considering trying that once it is necessary to come back to campus. But right now, I am enjoying Zoom.

Zoom classes have been - on the whole - wonderful. I love not commuting to Oakland - especially in bad weather. All of my very favorite teachers have made a smooth transition to the new environment. I am able to access downloads from BOX and appreciate the extra effort the teachers are willing to make to get readings and Powerpoint slides to us. In many respects, I am learning more and what I am learning, I retain better - with all the outlines and extras sources from BOX.

I have loved the whole experience with Zoom classes. I like not having to go out. I respect the effort the instructors have made to make the classes interesting and effective. Oh and kudos to Pat for running a tight ship.

I loved the online courses. It was so much better than taking the bus to Oakland and given the pandemic so much safer. Online gave me on average an extra hour or so a day to do something other than waiting for and riding a bus. I can't say that I missed the socialization or "killing time" in Oakland as I would do better morning and afternoon classes. Plus we got to meet new instructors that we hadn't experienced before and they were wonderful. I loved the Zoom experience.

The online courses suited me perfectly. This was my first semester with OLLI as I just retired in April (planned back in the Fall). I knew about OLLI and received a Pitt email with OLLI mentioned on the Sunday before the semester started, I joined just then and signed up for classes. Needless to say, these classes would have been closed had a classroom been required, and I dare say I would not have ventured out for classes during Covid. I felt connected and comfortable with the

Better than in person classes, Do not miss travel and parking issues

I live in Avalon and had wanted to take Osher classes for a long time but didn't want to travel across town to get to Oakland. The classes being online gave me an opportunity to participate in Osher classes. Now with the pandemic, the Osher classes have given me productive ways to spend time each week. I hope that after the pandemic is over, you will continue to offer online classes. Thank you

No need to drive into Oakland(20 miles taking anywhere between 50 minutes to 2 hours depending on traffic and weather and then hoping that the parking lot space will be available. The ease of zoom can not be over appreciated. The fact that many more students can get into classes because seats are not limited due to size is certainly a plus.

It's been pretty great. It has added structure and some discipline to my weekdays, which I welcome. Don't have to fight crowds on busses or have students hitting me in the head or shoulders with their backpacks on jammed busses. Don't have to stand in line at crowded Panera for lunch. Don't have to deal with the elements outside, as sitting in comfort of my own home.. Nice to at least see member friends and acquaintances at least on screen.

This was my first time taking Osher classes. I found the Zoom format quite easy. Being able to take classes from my home allowed me to take more courses than I might have had they been in person. I like the Chat feature for questions and comments. I learned a lot from the other students, too. I found that most of the instructors were very adept at using zoom, launching their presentations, and facilitating discussion via Chat. Congratulations and thanks to all!

I live in suburban Philadelphia so obviously these courses would not be available to me unless they were online. The course selections and instructors are outstanding. I have not found a program that comes close to this program anywhere in the Philadelphia area so I will miss it sadly when it goes back to classrooms!

Except for a few technical glitches, I have enjoyed the Zoom lectures.

It provided some structure to 2 days of my week something to look forward to & Mark my calendar for. A big deal/advantage during these amorphous COVID times.

This was my first time taking Osher courses and I very much enjoyed it. Obviously, with the restrictions caused by the pandemic I was glad for the opportunity to be able to take courses online. Additionally, I may actually prefer online as it eliminates drive time and parking among other things. In the past I have found it difficult to schedule courses because I had to allow time for the commute and my schedule prevented it.

I love the classes this way. I can take more classes on more days

I have thoroughly enjoyed the OLLI classes via Zoom. Since I live in Tennessee, there is no way I could attend the classes if they were all held on campus. I look forward to taking more classes next session. After the pandemic is resolved, I hope that OLLI will continue to offer some classes via Zoom, so I can attend them.

I'm grateful on rainy days to have classes on Zoom. I like that you can recruit instructors beyond Pittsburgh to teach classes. I take classes everyday via Zoom whereas I never signed up to go to campus everyday.

Seeing(some)faces. Chat room was also a means of conversing.

It is a time saver since I don't have the travel going to and from class.

I have gained knowledge and enjoyment. Because the Osher classes are online, I am able to participate. The classes and instructors/professors are fantastic.

|   |
|---|
| <p>I am glad there is less of a space constraint on popular classes.</p>  |
| <p>It has been delightful to have a course to attend during this time. I have been able to attend even when some concerns here at home would have prevented me commuting into Pitt. That has been a revelation. I hope online access will continue in the future.</p>   |
| <p>Yes, it has been an excellent distraction from what has been going on in the world during the pandemic.</p>  |
| <p>The fact that we actually were able to continue our classes is the most positive thing! I really appreciate the effort made to make it happen successfully. The instructor's willingness and ability to work with the technology to deliver excellent classes once again. The most effective delivery was with those professors who provided powerpoint slides with text and visuals that supplemented their lectures.</p>   |
| <p>I enjoy learning from home. I especially appreciate the opportunity to take courses from instructors, like Dr. Day, who don't live in Pittsburgh now.</p>  |
| <p>I have enjoyed taking these classes virtually for several reasons. First, I enjoy not having to take a bus to Oakland and spending the extra time required. I also like having a "front row seat" and being able to adjust the volume for optimal hearing.</p>   |
| <p>I have loved the fact that many more people are able to attend the online classes -- favorite classes were often closed by the time I was able to register. So no wait lists is a great thing. I also think it's been wonderful to have more professors who might not live in the Pittsburgh area participate -- so we are getting really interesting and broader selection of courses. It's also wonderful not to have to venture out in lousy weather and sit in packed (pre-pandemic) classrooms.</p>   |
| <p>I really like being able to zoom into classes from the comfort of my home. I've attended many more classes because of zoom.</p>  |
| <p>These online courses gave me a purpose to be able to continue to learn and to have a schedule! During these courses I forgot about the pandemic and the elections! It was great. And it was very easy to attend from home.</p>   |
| <p>I live in McMurray, PA and the fact that I don't have to drive to Oakland several times a week was a huge positive!</p>  |
| <p>Micale: I loved taking classes online. I found it a completely positive experience. I always take lecture-type classes and it really doesn't matter if the class is offered online or in person. All my teachers were very comfortable with the format. They were able to give interesting lectures, answer all students' questions and post supplemental material to their boxes. Also, not having to drive onto campus saved me parking money and I didn't have to get around campus in bad weather. Finally, because of the aforementioned, I signed up for more classes.</p> |
| <p>The courses have been great, especially during the Coronavirus era.</p>  |
| <p>It's been a positive experience for me to be online. I'm glad that I have extra time in the morning; no rushing for the bus, or dealing with bad weather. Also that I don't have to expose myself to the possibility of infection by riding the bus. Being online has the advantage of being able to sign up for classes without worrying about it limiting the number of students accepted.</p>   |
| <p>Less driving and no stress to find parking places, lots of time saved.</p>   |
| <p>I love not having to get in the car and fight traffic and find a parking spot. I love it, love it, love it. I love being able to participate in the class from the comfort of my home. Love it, love it, love it. It enables you to expand your set of instructors. For example, one of my instructors was in California.</p>  |
| <p>I have really enjoyed the online courses. It was nice to not have to leave the house, travel to a high traffic area, hunt for a parking space, and walk a distance to the classroom in the cold or inclement weather. It was also nice to have copies of the instructors' materials for future reference and not having to take notes but just to listen and absorb the information. On a personal note, I am undergoing chemotherapy and would not have been able to attend any class in person.</p>  |
| <p>I appreciate the effort made by the staff and all of my instructors to make this a positive experience. The program has kept my brain more active. In this terrible time it has been great to have the program active and available.</p>   |
| <p>I have really enjoyed most of the Zoom Osher classes. During the pandemic, I have been at home quite a lot. I look forward to my classes that I can take in my kitchen!</p>  |
| <p>They help me feel connected to others during this time of isolation. They help me to learn new things as a distraction while I can't see family and friends in</p>   |

The courses keep me scheduled and moving. The classes have been particularly good, providing a large amount of reading and outside information. I feel as though I am more engaged than in class, probably due to fewer distractions. Even though I miss seeing and talking with people, there are days when it is easy to just get on the computer rather than travel briefly to class. I have friends who live in Bradford Woods and I have talked about Osher for a couple years. They never wanted to deal with the drive to Oakland and parking, so until the program went online they never took any classes. They are now continually thanking me for telling them about Osher. They love it and take more classes than I do.

I have enjoyed online learning. I've enjoyed learning new skills with the technology of zoom. An advantage to online learning is not having to get up early enough to find parking and walk from parking or get on a bus.

I love them! First, it keeps me healthy/safe and I enjoy participating from the comfort of my home. I still feel like I am an active participant and I enjoy learning from others as well. Please continue to offer these even when the pandemic is over!

love the online courses. Quality of the instructors and their dedication to preparation and delivery of subject matter is in many ways superior to some of the face to face courses I have taken. They take our questions seriously and respond to all of them. If they don't know an answer they get back to us with it. I've ventured into learning many new things I might not have otherwise tried.

It's been wonderful. I structure my day around the classes I take. Seeing my classmates and teachers on Zoom makes me feel connected to a terrific learning community. Without these classes I would feel quite isolated. Due to my age and health issues I hardly go out and Osher is bringing the world to me.

I have enjoyed the classes I have taken immensely and I found that I look forward to them. Attending the classes gives me a sense of purpose

I just joined OLLI in September (my 50th birthday was in August), so I have only done online courses. I very much hope OLLI continues them after the pandemic ends. We are a one-car family, and going to actual, physical classes would be much more challenging logistically. I love making a cup of tea and settling in on my porch or sofa for an engaging lecture on interesting topics. Also, when last minute courses pop up, I'm much more likely to take them because they are so accessible.

It's been very good to have a wide range of entertaining courses to choose from.!

It takes less time to get the same learning because there is no travel time involved and no hanging around between classes.

OLLI is a lifeline for me and going online has generally been a positive experience

I've enjoyed the classes that I've taken. The smaller the class is, though, the more chances there are for interaction. The large classes don't have that chance. I guess it was the same when we were taking classes in person but that experience also enabled us to speak with classmates before and after class, in the hallways or over coffee.

They have been great. I really liked them

I like not driving in to Oakland and paying for parking! That frees up 2 hours for me.

I love the convenience of attending class from home without spending the time and expense to commute.

I have really enjoyed the online classes - no fighting traffic or parking in Oakland. I don't think I would have been able to sign up for the 2 classes if they had not been virtual because of the limited number in a real time class

It has been terrific! It is an opportunity to engage with an interesting topic with other people. There are very few such opportunities available during these Covid days. It was genuine social engagement with the instructor right here at my kitchen table. You may never get me to Oakland again for a class!

I love online Osher and hope they will continue even when Covid is over. Have taken 9 classes both sessions and haven't missed a class.

I was pleasantly surprised by how much I enjoyed Osher classes via Zoom. Ridiculously easy to attend. No parking in Oakland, yay! Can drink coffee during class, yay! No need to agree with spouse about which classes or class times to take, to coordinate schedule for parking purposes. Can sign up for anything and everything I think I might enjoy (a lot of classes)--not just those I realistically think I will attend (not nearly as many). I would never sign up for an in-person class and then not show up. But for Zoom, eh, not so much; I am not messing with your planning for class size, I am not offending or even affecting teacher by not showing up; I am not taking someone else's place -- any number can Zoom. (By the way, I did attend all my (too many) Zoom classes except during a dental procedure.) I can honestly say that Osher helped keep me sane during Covid. Something to structure the days, look forward to, prepare for, and as always to educate, stimulate, and enlighten me. In truth, I wouldn't mind if some or maybe even many Osher classes continue to be held via Zoom in future. In fact, I'd prefer it for some.

June 2020 was the first time that I took Ollie courses, so my only experience has been online. I found it very convenient. Because work part time from home I did not need to factor in travel time I was able to take more classes. I have a hearing deficit and was able to plug my headphones in to my ipad and heard the lectures perfectly. It would have been more difficult to hear in an open classroom setting. I would have never taken Zumba in a group setting - this has been one of my favorites!

I appreciate the opportunity to participate in a huge variety of learning experiences. I am more motivated to take more courses if I don't have to travel into the University Campus.

No travel, no parking fee, good instructors, good variety

I have been attending OLLI for 10 years. The convenience of do it at home on zoom is very efficient. I can also tune in with earbuds and do other things while doing class. This has a lot of Pro's. A secondary benefit has been suppressing verbose students questioning.

A very good experience. Yes

They are very convenient.

The remote aspect and using Zoom interface is wonderful!!!

The OLLI on-line courses have been an excellent aspect of my life during the past months since March, 2020. I have been able to learn a variety of topics that I would not have been able to access otherwise. Each course has stimulated additional reading and exploration on my part. The courses have provided structure to each week during this time when being at home everyday has been necessary. Some of the courses have provided interaction with other participants through discussion that gave me a sense of community. I also learned how to use the Zoom platform which was new to me. Attending courses via Zoom gave me more opportunity to attend a wider variety of courses than when I had to commute to campus. I also appreciated avoiding a long commute to campus and being able to attend classes in the safety of my own home, For the most part, the instructors have been excellent and some of them who live in other states would not have been available to teach on campus.

Some courses have been good, especially when the teacher allows questions through CHAT and addresses them after the break or sooner. Having zoom classes

It gives me something to focus on, replacing the volunteer activities and travel that are not an option.

Yes. First, the simple convenience is outstanding.

I don't have to wait for a bus especially in bad weather. I can get more done at home since I don't have to travel. I am more comfortable during class. Some of the classes were held in crowded classrooms.

I have really appreciated being able to continue to take classes. This is about the only scheduled thing in my life, thanks to the pandemic!

Positive. It's allowed me to talk more courses than if I would have had to go to Oakland for all of them. I got a lot out of the courses. Don't feel like I missed anything with it being on zoom

Even though I really enjoyed the in-person class experience, I have found the on-line experience to be a good substitute due to the times in which we are living. I still would prefer in-person classes, but was pleasantly surprised by how well the classes have gone. One advantage of on-line classes is the availability of instructors who are out of state. I also really have appreciated the availability of the power point presentations after each class. I truly believe that the Osher staff really adapted itself to the needs of the students during the Pandemic. Thank you!

Comparing on-line courses vs no courses, on-line wins by a large margin.

The virtual learning has kept me engaged in learning new ideas and information and particularly enabled me to continue refining my art skills. The art classes in particular have been exceptional! The instructors' interest in presenting concepts and techniques virtually has been great. They have worked hard introducing additional cameras, opening Google photo doc sites etc. to enable students to expand their art knowledge as well as share their work with other students.

Actually, I have preferred taking the classes online for the following reasons: No bus rides or parking problems, No travel time so more classes can be scheduled, No concerns about exorbitant parking fees or parking tickets, Instructors have quickly learned ZOOM, Material has been presented very effectively including videos, power point presentations, graphs, music, and so on; Weather is not a concern, Food and coffee are readily available  
Overall, I have found the online classes to be much more convenient in many ways.

Very good for us in that we were able to take many more classes because not needing to drive into the University and park. So we often had a course nearly every day or twice a day. Very convenient for us.

Online avoids commuting and parking.

There is no need to travel to the classes. I've learned to use Zoom. The quality of the presentations is excellent.

The online courses have largely been terrific. I did not take Osher classes before because of the commute and parking issues. I hope you will continue to offer classes by Zoom even after the pandemic is over. The classes have also added welcome structure to our days (my husband takes classes as well), topics for conversation with friends & family (via Zoom).

I actually prefer the online courses to in-person classes because I have transportation and disability issues that prevent me from going into school easily. The Zoom format allowed me to attend so many interesting classes that were generally well run, despite many instructors saying they did not enjoy this format. The isolation brought about by my disability, even before the pandemic, had been mitigated by the online classes available through Osher.

Love virtual instruction! I can take more classes and don't have to account for travel time

The online courses have opened up the world again for me. I had been feeling very isolated, staying at home all this time. It was wonderful to get back to physical activity (dance and be fit) art (zentangle inspired art) and the garden (Doug Oster).

They have been lifesavers in that they have provided some structure and intellectual stimulus into my life. Because of my age and recent surgery it has been important for me to minimize trips outside of my home. Without these online courses, life would have been more humdrum and dreary.

I am so appreciative of having the choice of all these Osher classes online. It gives my life structure to know that I have a class and it gives me outside stimulation. Osher classes have been very important in my maintaining a positive outlook. I love the convenience of attending without having to go to a classroom. No weather problems. No parking problems.

No driving, busing, parking.

Since I have been in SC during the pandemic, I have been able to participate in all of your classes through ZOOM which has been the best part of the pandemic!

I LOVE THE ZOOM COURSES COMPARED TO GOING INTO PITT WHERE I HAVE TO LOOK FOR PARKING AND WALK A WAYS--. ZOOM ALLOWS ME TO TAKE MORE COURSES FROM THE COMFORT OF HOME. ALSO IT IS EASIER TO POST QUESTIONS AND COMMENTS. WOULD LOVE TO SEE IT CONTNUING A LONG TIME. PS I AM PHYSICALLY FIT BUT WITH AGE THE WALKING IS TIRING AND FINDING PARKING IS USUALLY A TREK.

|  |
|--|
| A much needed "port in the storm." Online courses provided an opportunity to focus my mind, attention and spirit on something positive and restorative with fellow Osher students and program faculty.   |
| I would be at a loss if I didn't have these classes to look forward to   |
| The online courses have been a life saver. I felt connected and learned a lot. It lead me on to other activities besides enjoying the classes themselves. I am always impressed at how knowledgeable the teachers are. We are very lucky to have Osher here and quality Osher. Thank you   |
| while it will be good to get back to normal I have enjoyed the online experience. I realize that part of the osher program is to have an exchange between students and presenters but I greatly enjoy that someone isn't interrupting the presenter every 5 minutes.   |
| I am so grateful for the opportunity to keep learning despite being unable to meet in person! Although socially distanced, we need to remain connected!  |
| It is wonderful to be able to take courses without having to leave the safety of my home. I also find that my attendance is a little bit better since I don't have to get dressed, catch a bus, etc.; taking a class takes up a shorter period of my day, since there is no travel time. I really like that the classes can be bigger on Zoom, so I am less stressed about getting into a class. I like the chat feature a lot. I like that more instructors can share slides, etc. without having to figure out the projector in an unfamiliar classroom. I actually hope that "after COVID" you will still offer many online courses. I am really enjoying them for the most part. I |
| I have really enjoyed the on line courses.   |
| I have been both a teacher and a student during the pandemic. I think the ability to take courses online has been a positive one, helping to give structure and interest to days that can drag on when you're mostly sheltering in place. I also think that some version of OLLI online should continue post-pandemic. It's nice not to confront traffic, parking, time loss of commuting, etc. As a teacher, I think it has worked pretty well--though I do miss the personal contact which is one of the major reasons I decided to teach for OLLI after retiring from a tenured position at Pitt. In the future, for film classes, if good screening rooms are hard to come         |
| I have taken a multitude of ZOOM classes this year! I cannot impress enough ~ these classes have been spectacular! I take a wide variety and have LOVED each   |
| I have enjoyed the dance, yoga and Zumba gold classes. These classes have gotten me moving and has been very beneficial.   |
| My first time for OSHER and my first extended time at home away from office. A wonderful experience - even with the electronic glitches (how I wish I could reach into everyone's computers to teach them how to mute!)  |
| The online program has worked out very well for me. I am not yet retired but want to exercise, keep my brain occupied, etc. The fact that I could do these things online has been a plus for me.   |
| Able to attend classes on multiple days due to no travel requirements to Oakland. Able to attend more classes this term due to no commuting.   |
| It's not been positive for me at all.  |
| how wonderful they are. I am really happy  |

**What downside have you experienced with the program needing to go to all online courses during the pandemic? What are you missing?**

|   |
|---|
| The only downside I see is when instructors are not familiar with operating their commuturs and mess up with the voice or visuals they're trying to show. This will   |
| I miss seeing other students and faculty and staff. That has been a big part of my OSHER experience. Small group discussion in French has not been as beneficial.   |
| The downside is the lack of socializing with acquaintances in class and not being able to take some courses that are less likely to be offered online. However, I think that you have done a good job dealing with a difficult and stressful situation and the downside cannot be helped under the circumstances. |
| I do miss being with others in the class and getting to know new people who share similar interests   |
| I like the vibe of being on campus!   |
| Lack of personal interaction. But this social isolation is a macro issue.   |

My selfish perspective is that there were no downsides for me; just a significant benefit in learning and mental stimulation. For some of those who did commute to Oakland, there has probably been a loss socialization. At least for the duration of the pandemic, I would hope that they have used the skills learned with Zoom to fill a portion of that loss with connect with family and friends via Zoom.

Almost no downside if the teacher is able to handle the questions through chat well and is willing to answer questions by email afterwards. All my professors (5)

I miss seeing and meeting new friends, but if I really want to see friends, I can always make plans to get together for lunch. I wish the persons in my classes would do it live as it is nice to see who is asking a question or just attending. Staring at black boxes with an initial takes away from the experience of being with real people.

I do miss the interaction with my classmates - outside the classroom. I find that most teachers manage discussion and questions very well. I am often appalled, however, at the lack of courtesy from classmates-few in number, certainly, but extremely rude. The protocol to mute oneself on entering a class is too much trouble for some! In one extremely unpleasant instance, a "gentleman" was criticizing the teacher in obnoxious, unkindly, ignorant ways - not just complaints about content but about the "look" and voice of the teacher. More often, people ignorant of the civility of muting themselves, are heard munching a snack, yelling at a spouse, letting their radio blare away, or indulging their barking dogs. One teacher tried to offset this cacophony by playing their own records before class. I'm not complaining about conversations between classmates, friends, or with teachers.

Lunch with friends.

Frankly, nothing. I don't miss taking the bus to and from campus. I don't miss "killing time" between morning and afternoon classes. I don't miss "being on campus" at all.

Well, given this was my first semester with OLLI, I can't miss anything. However, I suspect getting together in a classroom could add the social aspect missing from online classes. I personally did not miss anything as I am not that socially inclined. But had I been in a classroom, would probably participate some.

nothing

Missing the personal contact with fellow students and teachers-although that is still possible through zoom. It is sometimes difficult to link into class although the Osher staff is very helpful in that respect.

Missing seeing other members and the extra exercise walking from one class to another I.

I moved back to Pittsburgh after 40 years of being away, mostly overseas, with my job. I was looking forward to meeting individuals with similar interests via the classes, and that's not really possible with online. Participants need to remember to mute themselves to avoid disruptive noises. Or perhaps the instructor could mute everyone on arrival?

No downside for me. All great.

Having quite mastered being able to participate with a raised hand. I am doing well with "chat".

Oh my. Missing those live, & lively, classroom experiences with people (politely) interrupting the instructor to ask pertinent questions that often allowed the instructor leeway into sidebars on the topic that often rivaled in interest & delight the prepared lecture! Not to mention seeing your classmates & having interesting conversations with them before, after class, during breaks, etc.

As I have not participated before, there really wasn't a downside for me. I suppose that not being able to meet people is a downside.

Trying to decide what to take

No downsides on my part, other than needing to learn the Zoom technology initially.

I miss lunch with friends between classes. I miss seeing people. As an instructor I miss interacting with the class in a more free flowing way before, during, and after class.

Naturally, physically being with people.



|   |
|---|
| I miss the interaction with fellow classmates and instructors.  |
| None for me!  |
| A lot of the instructors still need help with some of the technical aspects of teaching remotely. In particular, setting up and using presentation software (e.g. PowerPoint), embedding video clips, and screen sharing. It might be helpful to have a class for up instructors on how to prepare materials for remote delivery.   |
| Of course, not having the opportunity to "chat" with the person sitting next to me and thereby making new friends has been unfortunate. I have been please that I have been able to "see" friends in the zoom classes and catch up with them afterwards. I was surprised that the online nature of my watercolor course did not affect my experience. It worked out well.   |
| I miss the face-to-face contact with others. Also, some of the teachers are really challenged by the technology, which makes their classes less enjoyable.  |
| The overall great experience I have had for over 12 years of being on campus mingling with others and students.   |
| I miss live interactions with instructors and other students, although the virtual format is a good substitute.   |
| I miss socializing with other Osher students in class, on the bus or in restaurants. There have been some glitches in zoom that delayed classes but these were mostly resolved fairly quickly. Overall, I feel the positives outweigh the negatives and would be happy if some of the classes would continue virtually after the pandemic is over   |
| I miss being on campus and being around the vibrancy of the young students community.   |
| I miss the camaraderie of the other Osher students.   |
| Of course I missed not being physically in class, seeing friends and the interaction between instructors and students. It is also nice to have to get out of the house.   |
| I experienced no negative experiences at all.   |
| Nothing.  |
| The only downside has been some glitches with technology.   |
| My only downside being online is missing seeing and talking to some of my friends.  |
| I miss talking to some of the people  |
| The two courses I've taken thus far were straight-up lecture with Q&A at the end. And perhaps that's what they would have been if we were in-person, meaning that it's not a downside of going online, per se. However, you might want to offer some 'training' to instructors about how to make their sessions more interactive, if they wish. Zoom surveys; ice-breaker exercises; more-frequent breaks for questions; and class participation practices developed before the pandemic and re-thought for Zoom. |
| The only experience I miss is seeing people in person, but I can always view them in the "gallery" setting.   |
| Just the contact with my student friends.   |
| The main downside is not seeing people in person and being on campus. Also, some teachers are not sending handouts. Others don't seem able to show visuals to illustrate course content.  |
| I miss the camaraderie of being with others in class and the ability to ask questions and discuss topics in person. I also miss being on campus, walking to class across the Cathedral lawn, going to lunch in Oakland, and just the general hub-bub of being among young people and older folks alike in the middle of a vibrant city.   |
| I really miss seeing the people, and talking before and after class about what has been said. I miss meeting new people in the classes. Also, OSHER students are so knowledgeable and they add so much to live discussions. The chat and the discussions are not the same online, even with the professors reading the chats and asking for questions.  |

|   |
|---|
| The negative for me is not being able to see other people, however, I would not want to at this point with Covid. Ideally for me, I would love my 10 o'clock classes to be from home and my one o'clock classes to be on campus when the Pandemic is over. That is only because I am not a morning person! I think it would be fun if a hybrid model continued to include some zoom classes and some in person classes.   |
| The feeling of being in person with others is missing but it's not been that detrimental to my overall experience.  |
| Not missing anything. Technology glitches are sometimes a problem but always managed.   |
| I miss the social aspect of having lunch with Osher friends.  |
| There really is no downside except that I find myself getting really sleepy during the afternoon classes and sometimes have left class to take a nap. The is not a reflection on the class.   |
| As noted above, I am new to OLLI, so this is all I know. I am taking the courses not to meet people but to learn about specific topics, so online is perfect.   |
| To some extent I miss the classroom and even more I miss the campus life and even the commute.It  |
| It is nice to see other participants face-to-face. And I really miss the tai chi classes.   |
| I miss interacting with people in-person, structuring my day around classes, and having lunch at The Porch  |
| So I guess what I feel is that social interaction is very important to education in general and also very important to senior citizen students. Zoom OLLI doesn't satisfy this need. It's not your fault it's just the way it is. The class I taught this term seemed to go very well but it was way more work than any I've taught in person in the past. Of course I didn't have to hunt for a parking spot so that was a plus.   |
| The pluses outweigh the negatives   |
| I miss having lunch with the friends I have made.   |
| I really miss the ambience of being in Oakland and on campus. I miss conversations with Osher classmates and the "formality" of being in an actual classroom  |
| I have always liked hands on with the teacher and other students - that's what i miss   |
| There were early technical problems for some of the presenters, but by the second session, most of those were worked out. Some participants have trouble remembering to mute themselves.  |
| Would be nice if classes could run an extra 15-30 minutes.  |
| Of course, I miss seeing my friends, meeting new people, asking questions in class, the back and forth of teacher interaction with students. I miss teachers using the blackboard to organize their thoughts and walking around and gesturing for emphasis. I miss visiting Pitt campus and Oakland. It's good to get out and about-to get cleaned up and dressed up haha! I do miss art and exercise classes a lot. My computer has no camera or microphone--who knew I'd need those?!? So I feel like a fly on the wall; I can't speak or be seen unless someone is reading the chat. I feel bad when teachers and others assume I prefer to be invisible--not my choice! Of course some students never did get the hang of muting themselves. We all overheard so many private conversations! I think almost all teachers became proficient with Zoom after a few rocky starts. Fantasizing here but I wish some teachers had better computers and internet connections and whatnot. |
| I probably would like to meet classmates with similar interests.  |
| I've taken French for several years. It has included some interactions with small groups which work better face to face than on Zoom. But, the teacher has brought in all sorts of ancillary things, (videos of singers, etc) to enhance the Zoom experience. I think these things more than compensate for the downside.   |
| Personal contact. Signing on early is a plus but there might be better use of 10-15 minutes after the class has ended.  |
| The downside to me is daily or family distractions that draw me away during or to miss a session entirely. I do miss the personal interactions with classmates.   |
| Sometimes the audio is not up to par.   |
| companionship   |
| I have no experience with in person OLLI classes so I am not missing any of the good things....only the bad parts as I explained above. Viva OLLI via Zoom!!!   |
| I cannot think of any significant downside with the program going online.   |

|   |
|---|
| I did not enjoy or finish the class on the ipad because the instructor went way too fast for me. Questions were not addressed during class. Perhaps the description of the class should have stated: Familiarity with ipad and applications is a must". I had just purchased my first ipad and was very disappointed with the course. I miss in person teaching and exchange with other students and being on campus.   |
| I suppose I'd be able to connect socially with others in my courses if they were in person.   |
| Some teachers have not yet got the difference down with zoom.   |
| Not much as I thought I would. A lot of that has to do with instructors who are more savvy about using the technology, and students who are willing to work with the technology. Since the instructor has the option to mute everyone, there are fewer interruptions. Also, students' phones aren't interrupting classes. Frankly, if I miss anything, it's getting my latte at Starbucks!  |
| I'm missing coming onto campus. But the advantages of just logging on at home more than make up for that.   |
| I don't feel like I missed anything. It is very frustrating to have participants not mute themselves!!  |
| The thing I am missing the most is the personal contact that we had with in-person classes regarding both the instructors as well as the Osher students. I found the classes, when held in person, to be a means of connection among Seniors who have similar interests. That I miss very much. I also miss the experience of being around the younger students who gave us the opportunity to be a wee part of their world and who allowed us to forget how old we really are.   |
| Again we have to do comparison rather than an absolute statement. When comparing on-line courses versus catching COVID-19 given our age group, I'll take the on-line course any time. The obvious loss is the social aspect of Osher classes. At the risk of sounding like a fortune cookie "The perfect is the enemy of the good."   |
| I miss being on the campus and interacting with other students young and old! But as far as learning new things, I have been quite satisfied.   |
| <del>I had been looking forward to taking certain classes/instructors that were going to be offered before the pandemic. I was disappointed that some of these classes</del><br>would not occur due to the instructor not wanting to teach on ZOOM. I realize this online approach happened quickly and did not follow the traditional classroom approach. However, technology is the future, and it would seem instructors would welcome the opportunity to learn how to teach online. I would like to see more outstanding professors/instructors willing to provide classes via ZOOM. In these recent months, I have seen the current instructors rapidly conquering the new technology. Possibly, if reticent instructors were aware of the relative ease and benefits of transitioning, members would be able to benefit from their courses. |
| As I had not yet met any friends in the program, it wasn't something I missed when it went virtual. Over time, it might be nice to meet people.   |
| I miss being on campus and talking with other students.   |
| I prefer in person classes although I understand that this cannot be done at this time.   |
| N/A. As noted above, we didn't take Osher classes before because of the drive and parking.  |
| I personally have not experienced any downside to the online courses. I must say, though, that the "mute-yourselfes" police are just as annoying as the the students who do not mute themselves in the first place.   |
| Not missing anything but people who don't mute themselves are annoying  |
| I miss getting out of my house, and being on the Pitt campus. I am missing the camaraderie that happens in the art classroom.   |
| I miss traveling to the Pitt campus, mingling with people and having lunch in the Oakland area.   |
| I am not missing attending classes in person because I rarely talked with anyone there even though I am generally a social person. I really enjoy taking the classes online.  |
| Post class lunches with classmates.   |
| Maybe missed seeing others but actually classes were better controlled with ZOOM leaving out unnecessary banter and questions.  |
| NONE--I DO NOT MISS A THING.  |

|  |
|--|
| Opportunity for informal interaction with other Osher students and faculty. Being on campus, the sights, activity and the undergraduate students-I even miss parking in Oakland!   |
| I don't mind the online experience...I miss the socialization with classmates  |
| It would be nice to get out of my apartment once in a while.   |
| the main one is being on the pitt campus which I greatly enjoy.  |
| Of course we all miss face to face interaction with teachers and friends but we are so lucky to have the mental stimulation online courses provide.  |
| Music does not stream well in Zoom and I have been very disappointed in my music-intensive courses. I really hope there can be some way to offer music courses on a better platform. Things have improved immensely re: students not muting, and the courses with a volunteer to manage that are the best, but it is still quite annoying at times. I miss taking the bus into Oakland and visiting different buildings on the Pitt campus. I REALLY miss seeing familiar faces and having impromptu conversations with new acquaintances. I find I don't participate in class discussions as much on Zoom (I was a frequent contributor in person). I'm trying to work on that. |
| Audience members who don't mute is very disturbing, This has of stay fixed with co hosts. Sometimes instructors get so focused on chat that they get off presentation  |
| Lack of personal contact.  |
| love everything!   |
| I miss interacting with the other students. I miss being on campus and the energy from being around the traditional students.  |
| Really no downside for me - I probably would not have been able to take courses on campus since I still work - and I am not sure if I would really want to anyway.   |
| I get impatient with other people's inability to use technology appropriately. Otherwise, I have no complaints.  |
| Too many people use the chat function inappropriately, for example, general personal comments or asking irrelevant questions. Too many people don't know how to mute themselves and are disruptive during class. The free-for-all time with all unmuted participants before class starts is not effective -- too many stray comments or private conversations going on between people within the member's household - not related to class participants.   |
| I enjoy being in a classroom setting, so taking courses sitting at the computer really doesn't interest me. I can learn from many sources, but what I miss most is the social interaction; and I miss teaching.  |
| i miss meeting on campus   |

**What more could we do - either staff or volunteers - that would add to the current program?**

|   |
|---|
| The main issue has been some computer glitches, though they seem to have been less prevalent the second half. Overall, I really appreciate what staff and volunteers have managed to do to make things go as smoothly as they have. |
| Its been great. I like the "stand alone" lectures , too   |
| WOW! I think you've done a GREAT job...don't know what more your could add?   |
| Please keep up the good work you all do! I greatly appreciate it!!!   |
| The course content is broad and of high quality. My comments will focus on outreach with two objectives mind: 1. More individuals benefit from your life long   |
| Always have a tech person to troubleshoot problems. Also where needed, have someone to help with chat when professors have difficulty keeping going with the lecture and managing questions.  |
| I think you do a great job.   |
| The second group of afternoon classes(3-4:30) is a great idea.  |

|   |
|---|
| Just keep the writing courses coming. Thank you.  |
| Continue to reach out to new and previous professors and instructors. It was a delight to see some instructors who moved away (Jared Day for example) and meet new instructors that Zoom made possible. I hope the online classes continue as I'm not sure I ever want to come back to campus.  |
| Everyone was helpful and organized and lovely so I have no complaints or suggestions.   |
| The staff is very user friendly and has done everything possible to make the transition to zoom as smooth as possible.  |
| No clue. You've done an amazing job with all this. Very grateful.   |
| I think you've done an excellent job!   |
| This is an amazing program and I wouldn't even begin to imagine that it could improve. It runs rings around the other programs I've seen.   |
| The addition of a support person to assist as technical co-host is beneficial, when issues arise.   |
| More technical training for instructors perhaps   |
| I can't think of anything. I think that the instructors did a great job adapting courses to this format.  |
| You are all doing a great job considering what is going on  |
| Not sure. We have to learn to roll with the tide...and survive, move on.  |
| Nothing.  |
| Keep offering quality courses and working with instructors and students to delivery them effectively.   |
| It went well. I've been pleased   |
| Make sure every teacher has a technology support person and/or training.  |
| I would suggest that you keep having a person who the instructor can depend on to help with any issues if they arise. I have seen how the instructors are often in need of some assistance and having that person has been a tremendous help. Using that extra person to aid in addressing the "chat" comments and questions has also been worthwhile. Again, continue to have instructors or teacher's assistant mute and unmute people from the beginning and thruout class. Provide a " Tips" sheet for us listing out the directions as to what we need to do to use the different functions of the Zoom tool and when they should be used. I know you have sent out some guidelines in emails but I suggest an attachment more formally written out for us to print out. You may want to include guidelines as to what we as class members should do if there is a problem, who should contact Osher office and under what circumstances to avoid many people contacting Pat or the Office about the same issue. Have instructors announce at beginning of class who the assistant is and what their responsibility is during the class. Again, I want to say that the Pitt Osher office has done a very good job in maintaining the level of excellence in our classes even if delivered via Zoom. It has been difficult for all of us so I am very grateful that I was able to still participate in the classes during these unusual times. I do hope that we will be able to return to classes on the Pitt campus in the near future and not to have all classes online. Could there be a way to do some online and some on campus? |
| I can't think of anything more at present. Any kinks in using the online format are being worked out.   |
| The staff does an excellent job. Selection of classes have also been excellent.   |
| Please think about another training for users -- teaching them how to use chat to target their comments to the professor only, not to EVERYONE. I don't think some users realize that there is a drop down list beside the word everyone. It's very annoying to have that box popping up with random comments that would never be acceptable during live classes. Even at our advanced ages, it feels like some folks just have to show off with how much they know. :-) Also, either make it be mandatory that everyone is muted upon entry or post a big visible reminder to people to mute themselves. It's so distracting to have to listen to people have private conversations while they are broadcasting it publicly.   |
| I think the number and choices of classes has been stellar. Not sure what else you could add.   |
| I really do not know if the program can be even better than it was because I found it excellent.  |

|  |
|--|
| I think having a co-host for the staff member giving the course is important to control the "noise" so everyone is able to enjoy the lecture   |
| I can't think of anything at this time.  |
| More class choices   |
| I think you're doing a great job with the program!   |
| I think that you have handled it well.   |
| I covered that in my answer above.   |
| I think this has been a great experience and can not think of anything to add. Please consider also offering online classes even when you go back to "live and in person" courses (possibly having a Zoom session simultaneously with the live session).   |
| Maybe a little more emphasis on Zoom training. Some instructors allow people to interrupt with questions. We should all be muted during the lecture. Questions can be taken and answered at the break or the end. Also chats should be discouraged. I find chats popping up in front of the instructors screen share, blocking text, to be very distracting.   |
| The staff is very knowledgeable. It was good to have class co hosts.   |
| Since I have a computer that doesn't have a camera or microphone, my face does not appear on the Zoom screen, nor can I verbally ask questions. I can, however, ask questions and make comments in the Chat Box. But not all instructors pay heed to questions in the Chat Box. Some do, some don't. It would be helpful if you could remind instructors to invite questions in the Chat Box, too, and to read them and answer them so people like me can actively participate.  |
| I have no suggestions. I think you have all done a wonderful job adjusting the program.  |
| Maybe a few more "happy hours" with break out rooms, so people could engage with staff and others, offering suggestions and/or a chance to chat a bit.   |
| Please keep the online versions going. It's a learning curve for everybody, but overall it is worth it.  |
| Nothing. Very pleased  |
| Would enjoy more social Zooms to just chat with other members.   |
| I think you are doing a fine job of organizing the program during the pandemic   |
| Find a way for all instructors to control the global mute button. Oh my goodness, how hard is it to mute oneself during class?   |
| It would be nice to find more ways to interact socially online.P   |
| Add required instructor training on technology best practices.   |
| Try to schedule more seminar type classes. Smaller groups maybe as follow up to large Zoom sessions. Maybe nothing really has to change because the COVID crisis will hopefully end by next September. The Citizens of the Net class is really the kind of experience I'm enjoying. Everyone gets a chance to contribute and we explore a new tech topic every second week.  |
| Record the classes and make them available for us. Would especially be nice if someone has a schedule conflict such as 2 courses at the same time, or if someone misses a class.   |
| I think the co-host program was a very helpful idea. It's a slight extra burden on the instructor to remember to set it up each session, but then I think they can relax a little bit about having to deal with muting, chat-monitoring, etc. Are you checking in with former regular members who aren't participating any more to see if they're okay and what would help them get back into the program? Is it an issue of wifi availability for some? Maybe you can share a list of resources for accessing internet in the area? |
| I think you have done a lot of very hard work and I am more than satisfied with the results.   |
| You guys were great. Just as organized and professional as ever. Kudos to you all for your agile adjustment to vastly changed circumstances.   |
| More exercise classes would be a plus.   |
| I can't think of anything  |

|  |
|--|
| More movement classes. I really enjoyed the yoga class and would like to take yoga again next term but think that it may fill before I am able to sign up.   |
| I personally think it's great and hope Pitt continues the program.   |
| Nothing. I'm very satisfied.   |
| nothing, you have done a very good job.  |
| I think communication has been outstanding. I suspect teachers could use help using all the aspects of Zoom in their language classes to help facilitate more class  |
| The staff has been incredibly helpful and resourceful throughout the current program.  |
| It might be nice to be able to chat one-to-one with others in my classes. In my Zoom classes now, messages either go to everyone or just to the instructor.  |
| Pitt offers excellent in-house programs for teacher improve. Could we be eligible to take them?  |
| More courses please.   |
| Having helpers in classes to monitor chats. help with technical problems, etc. has been great - as long as those helpers don't take advantage of the position.   |
| I can't really think of anything. Pat is amazing. She seems to be right there when the instructors have a problem  |
| I feel that everyone involved in the program has done a phenomenal job and most likely will continue to do so. Many thanks!  |
| When Covid-19 has left us, I think that the virtual option should be available" maybe not for all classes but many of them. It would enable people who have a difficult time getting around, etc. to continue to be engaged and learning.  |
| I have enjoyed the Film Club and the Writing Club. I would like to see more Special Interest offerings. To increase social contact, discussion groups on current   |
| The program is great. Perhaps one shot lectures would be good. Or small discussion groups on various themes.   |
| Add more courses such as Russian language course.  |
| Continue to improve Zoom challenges. When participants aren't muted it causes a lot of disruption. It's a cont8 using issue some participants just don't seem to get it. (Good luck). When participants join a class after it has begun, we get audio & sometimes visual distortions. Strength of signal & audio quality varies with instructors some have realized that it's best to mute everyone AND have them turn off their cameras during lecture, video, audio plays. I don't know if there are tech improvements that would help, but hope you will explore. |
| I think it is helpful to have a co-host for each of the classes to help address whatever technological minutiae, such as muting participants and monitoring the chat.  |
| Adding the helpers to each class to help the instructor has worked very well. And the staff has done a great job of pivoting and making everything work  |
| It would be nice to have some zoom get togethers for 'coffee' or just plain schmoozing   |
| Keep on providing a wealth of interesting courses. Assist instructors in becoming more technologically savvy. The ability of instructors to navigate Zoom world has increased as time has gone by.   |
| The staff has been phenomenal. I am so appreciative of the detailed information sent to us and the helpfulness of the staff. I have no suggestions for improvement   |
| I think back-up hosts has been helpful for some teachers.  |
| Liked the assistant in the class to mute the class, and keep track of the questions  |
| Nothing; just keep Osher classes, mini events and such coming.   |
| maybe some classes could be closer to two hours...   |
| you are doing a splendid job.  |
| We are all learning to become more comfortable with the zoom platform... could "troubleshooting" when things go bad be improved?   |
| Find a different platform for music courses, since music streams quite badly on Zoom.  |
| Keep the co host to control sound  |
| Cant really think of anything. You folks are doing a great job with the small staff that you have.   |
| Variety is the spice of life!!!  |

I do not have any suggestions.

I think you could have training courses for how to use electronics better (for the teachers and for the students). If there are literature courses giving links to downloadable books would be great!!

Add more yoga & exercise classes & allow people to take more of them. It's not clear why these are restricted when not in-person.

Make sure the instructor is made Host before the class starts, so as not to delay the class with issues that could have been resolved before class time. Hold a Zoom etiquette class for unaware participants, or send out an email about common etiquette points. Consider using the Webinar feature of zoom in which participants are muted and cameras not on.

You're doing all you can under the circumstances, I think.