# What impact has COVID 19 had on your business?



- All staff now working from home
- Childcare arrangements
- Covering furlough
- Morale

- All classroom courses and skills workshops have now switched to virtual classroom delivery
- Development meetings with apprentices have switched to remote delivery
- Internal meetings are now all being held remotely





- Exams sessions have had to be postponed
- Client staff planners have changed as they adapt to the crisis – affecting study leave
- Huge rise in student queries and increased need to communicate any new developments quickly to large groups of clients and students

# How did you deal with the challenges?



- Training our classroom tutors on the technology required for virtual classroom (Zoom, Adobe Connect) and how to get the most out of it (polls, chat boxes, break out rooms, quizzes).
- Training our customer service teams on tools that can help with working remotely (Slack, Zoom, Trello).
- Re-arranging internal meetings to be held via Zoom.
- Hosting "social Zoom" events such as pub quizzes to help boost morale.

- Running courses virtually has allowed to pool our teaching resources and offer all the courses we need to.
- Assigning support tutors to our virtual classroom has enabled us to maintain the quality of tuition – support with the technology, chat box questions answered quickly, attendance and student engagement information has been recorded for client progress reports.
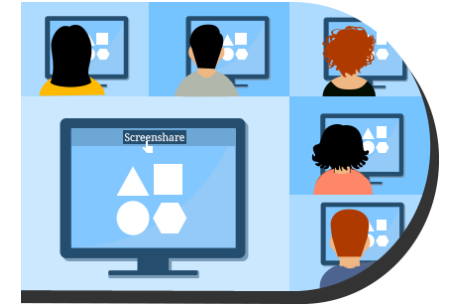


- Running free "bridging courses" to keep our students and external students engaged with their studies until their postponed exams sittings can be rescheduled.

- Keeping our apprentices, students and clients up to date with information using Facebook live, Zoom webinars and email communications.

# How did accessplanit help you deal with the challenges?

first intuition*
where people count

## WORKFLOWS
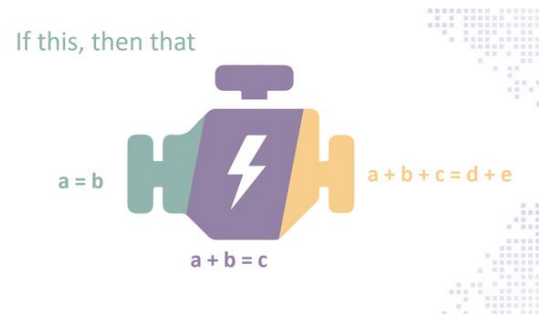
- New joining instructions with Zoom/Adobe links
- Attaching PDFs to the new joining instructions for delegate instructions on how to join and engage in the remote sessions.
- Cancellation/notification of transfer emails
- Reminder emails that include the Zoom/Adobe links, and send 2-3 days before the course start date.
- Emails that send a link to the Zoom/Adobe recordings – using custom fields and merge fields.
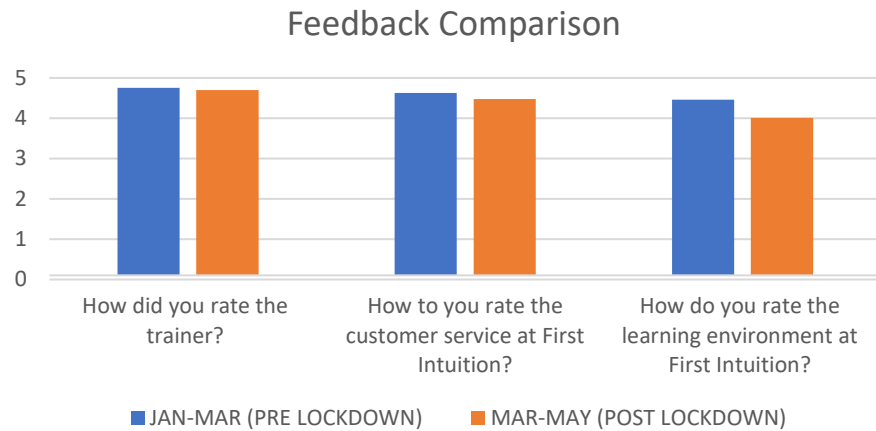- SMS/email customer satisfaction surveys

## REPORT WRITER

- Management information – reports on booking numbers, capacities, cancellations etc has been provided to the board for analysis.
- Student progress reports – reporting on attendance, performance in class and mock scores to our training managers.
- Reports showing classroom students home addresses for dispatch of material (where they would normally collect in centre).
- Survey results - now that survey results are available in report writer, it has made it very easy to measure our customer satisfaction pre and post lockdown.

# How did accessplanit help you deal with the challenges? (cont.)

## SURVEYS

### Feedback Comparison



- **How did you rate the trainer?**
- **How to you rate the customer service at First Intuition?**
- **How do you rate the learning environment at First Intuition?**

■ JAN-MAR (PRE LOCKDOWN)  ■ MAR-MAY (POST LOCKDOWN)

- We have used surveys in accessplanit to enable us to gather feedback from virtual classroom courses to ensure our delegates are still having a positive. We have the flexibility to write tailored surveys for any particular course – allowing us to ask the questions that are most relevant for a particular course.

## BOOK NOW LINKS

| Course | Times | First Session | Last Session | Link to Book |
|---|---|---|---|---|
| Level 2: Elements of Costing | 5:30pm—6:30pm | Thurs 30 Apr | Thurs 21 May | BOOK NOW |
| Level 2: Bookkeeping Transactions and Bookkeeping Controls | 5:30pm—6:30pm | Thurs 7 May | Thurs 9 July | BOOK NOW |
| Level 3: Final Accounts Preparation | 5:30pm—6:30pm | Tues 28 Apr | Tues 9 June | BOOK NOW |

- We have used hyperlinks in our dates and prices pages so that courses can be booked directly from the brochure page.

## SMART GRIDS

- Smart grids have been very useful for targeted communications. We have been able to filter smart grids to particular groups of students and send emails to them easily (using email templates, or simply exporting emails and sending from Outlook).

## What do you anticipate will be the long term impact of COVID-19? Do you foresee any changes made remaining permanent and becoming the new normal?



- First Intuition still believe classroom tuition is an excellent way to learn and want to return to offering this study method as soon as we are able.

- Covid-19 has given us a unique opportunity to develop ways of recreating and supporting the classroom experience remotely – we hope some of these are here to stay!

- The effectiveness of internal Zoom meetings will hopefully reduce some travel costs and enable to meet more frequently when needed.



**FEEDBACK ANALYSIS:** We will be using the coming weeks and months to gather feedback from our students and clients on things such as:

- The effectiveness of online study modes vs face to face delivery;
- The experience of trainees using online study modes and perceived levels of support they feel they have access to / receive;
- The expectations and preferences of trainees with regards to flexibility of study modes beyond social distancing measures being lifted; and
- The ability to assess the acquisition of knowledge remotely via online proctoring and the effectiveness of this.

We will undertake a careful review of this feedback over the coming months and hope to be able to provide a "best of both worlds" solution as lockdown is eased. We want to continue with the classroom tuition that we strongly believe is the best study method for many our learners, with the additional flexibility of remote classes, study groups and reviews.

We are confident we have the ability to adapt and be flexible to meet the changing needs of our clients and learners.