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## THE IMPACTS OF COVID-19 TO STUDENTS, ACADEMIC STAFFS, AND UNIVERSITIES: EXPERIENCE AND EXPECTATIONS

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### ABSTRAK

The disruptive effects of the COVID-19 pandemic particularly on education sector is of great concern. This infectious disease has changed the education landscape significantly, around the globe. As reported by UNESCO, a total of 1.598 billion learners from 194 countries are affected due to the closure of educational institutions at all grade levels in 2020. Since it was first identified on 7 January 2020, the COVID-19 has affected the students, academic staffs and universities in many ways. The students' learning was greatly affected, their graduation was delayed, their internship was cancelled and they have lost job opportunities. The academic staffs had to adapt with new norm of teaching delivery method, from hybrid or blended learning to online learning. The universities are no exception. The universities' management had to upgrade support systems to assist students and academic staffs, while maintaining the quality of teaching and learning in the university. The success of teaching and learning is absolutely requires commitment from all parties. As a matter of fact, we are still facing COVID-19. After more than a year confronting this invisible enemy, we have collected a number of experiences and expectations. These will be the keys for us to explore new horizons in higher education.

*Keywords: COVID-19; Impacts; Higher education; Experiences; Expectations*

**SN-KPK XIII**  
SEMINAR NASIONAL  
KIMIA DAN PENDIDIKAN KIMIA

**UNS**  
UNIVERSITAS  
SEBELAS MARET

**UNIVERSITI PENDIDIKAN  
SULTAN IDRIS**  
SEKOLAH ILMU PENDIDIKAN

100  
PENTABERKAT  
KEMERDEKAAN  
PENDIDIKAN

2017 • 2018 • 2019 • 2020 • 2021

## THE IMPACTS OF COVID-19 TO STUDENTS, ACADEMIC STAFFS AND UNIVERSITIES: EXPERIENCES AND EXPECTATIONS

**AZLAN KAMARI**

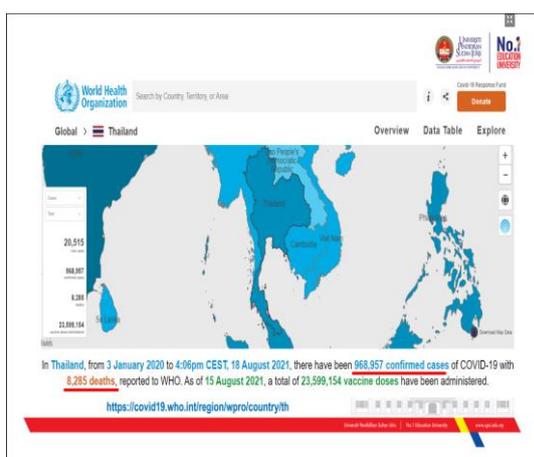
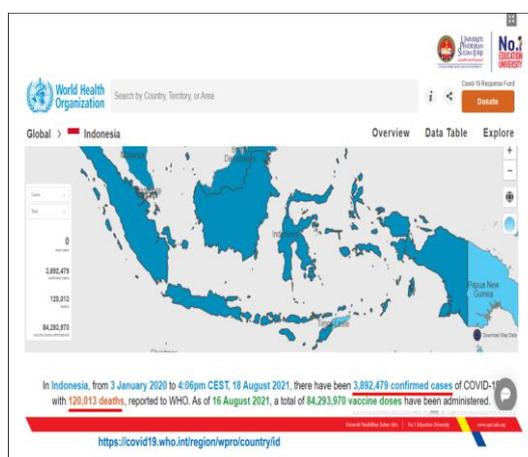
**UNIVERSITI PENDIDIKAN SULTAN IDRIS**

**21 AUGUST 2021**



**Introduction**

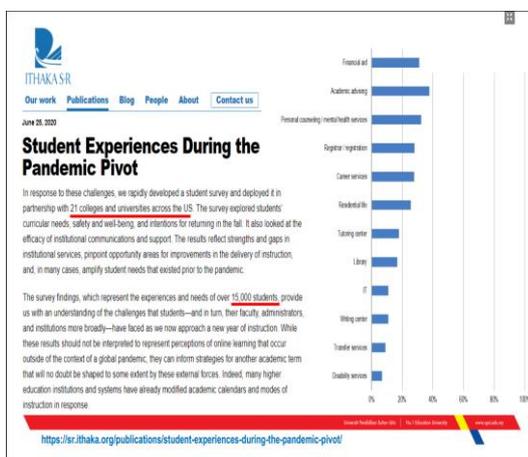
**How COVID-19 pandemic affects students,  
academic staffs and universities?  
What are current scenarios?**



**Judul** Bilangan Kemassukan, Enrolmen dan Keluaran mengikut Peringkat Pengajian di IPT bagi Tahun 2020  
**Table 1.1** Number of Students' Intake, Enrolment and Output by Level of Studies in HEIs for the Year 2020

Peringkat Pengajian Level of Studies	Kategori IPT HEIs Category	Kemassukan / Intake			Enrolmen / Enrolment			Keluaran / Output		
		L/M	P/F	J/T	L/M	P/F	J/T	L/M	P/F	J/T
IA Public universities	IA	68,112	109,588	177,710	227,620	356,956	584,576	41,359	73,350	114,709
	IIA	76,786	88,372	165,158	252,008	284,526	537,434	48,002	56,016	104,018
Politeknik Polytechnics	IA	13,174	10,569	23,743	46,776	39,160	85,936	14,428	14,496	28,924
	IIA	3,041	2,358	5,399	8,801	7,351	16,152	3,771	3,266	7,037
Kolej Komuniti Community Colleges	IA	161,113	210,897	372,010	536,105	687,893	1,224,098	107,660	147,128	254,688
	IIA									
<b>Jumlah / Total</b>										



**TheStar** 50 YEARS OF SHAPING THE NATION FORWARD

## Foreign students fear uncertain future

SINCE 23 APR 2021

Addressing these challenges and concerns is of great importance. This ensures the sustainability of keeping universities in Malaysia an appealing destination for international students.

International students form a vital part of the higher education community in Malaysia. They are key drivers to the country's knowledge-based economy and they make a significant contribution to its revenue generation.

The outbreak of the Covid-19 pandemic, however, has put a spotlight on the nation's higher education institutions' abilities to ensure that the academic needs and welfare of their foreign students are well taken care of.

The research found that foreign students have major concerns as a result of academic, administrative, social, financial, and emotional challenges they have been facing due to the pandemic.

**LSE** THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

## One in 10 young people lost their job during covid-19 pandemic

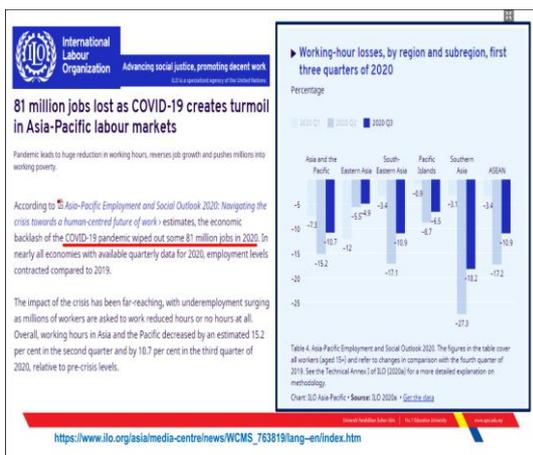
MON 26 OCT 2020

A total of 63% of the university students who took part in the study said their wellbeing has been affected by the pandemic. 62% said their long-term plans have been affected and 68% said they believed their future educational achievement will be affected by coronavirus.

The study found young workers to be twice as likely to have lost their jobs compared to older employees and that employment and earnings losses are more pronounced for women, the self-employed and those who grew up in a poor family.

The survey, carried out by academics from the London School of Economics and Political Science (LSE) and Exeter University, provides further evidence that young people are suffering substantial and sustained losses, not only to their employment, but also their education.

Professor Stephen Machin, director of the CEP and report co-author, said: "These are very significant hits to the labour market for young adults in particular. There is a real concern that people who have lost their jobs are moving onto trajectories heading to long-term unemployment, the costs of which are substantial."



**81 million jobs lost as COVID-19 creates turmoil in Asia-Pacific labour markets**

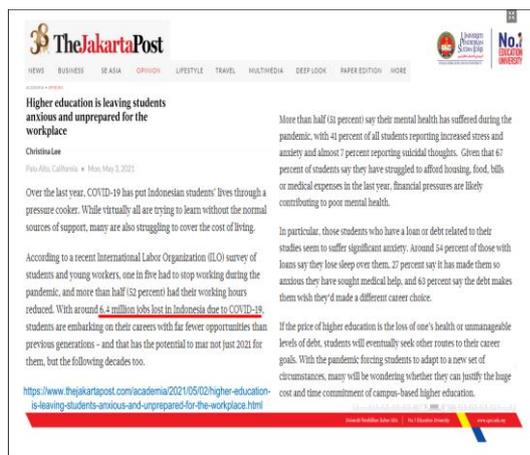
Working-hour losses, by region and subregion, first three quarters of 2020

Region	Percentage
Asia and the Pacific	-15.2
Eastern Asia	-12
South-Eastern Asia	-11.1
Pacific Islands	-8.1
Southern Asia	-11
ASEAN	-13.4

Table 4. Asia-Pacific Employment and Social Outlook 2020. The figures in the table cover all workers (aged 15+) and refer to changes in comparison with the fourth quarter of 2019. See the Technical Annex (T.2) (2020) for a more detailed explanation on methodology.

Chart: ILO Asia-Pacific • Source: ILO 2020a • [Go to the data](#)

[https://www.ilo.org/asia/media-centre/news/WCMS\\_763819lang-en/index.htm](https://www.ilo.org/asia/media-centre/news/WCMS_763819lang-en/index.htm)



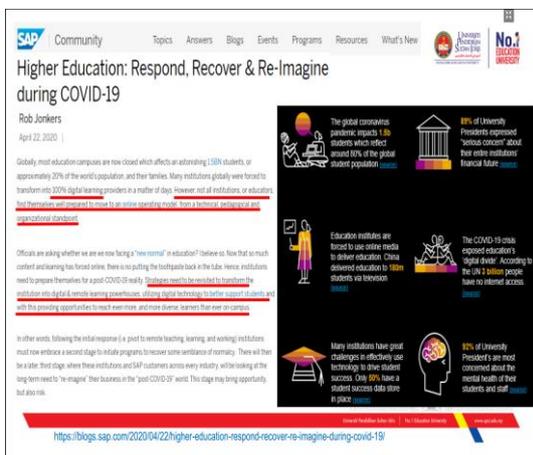
**Higher education is leaving students anxious and unprepared for the workplace**

More than half (51 percent) say their mental health has suffered during the pandemic, with 41 percent of all students reporting increased stress and anxiety and almost 7 percent reporting suicidal thoughts. Given that 67 percent of students say they have struggled to afford housing, food, bills or medical expenses in the last year, financial pressures are likely contributing to poor mental health.

In particular, those students who have a loan or debt related to their studies seem to suffer significant anxiety. Around 54 percent of those with loans say they lose sleep over them, 27 percent say it has made them so anxious they have sought medical help, and 63 percent say the debt makes them wish they'd made a different career choice.

If the price of higher education is the loss of one's health or unmanageable levels of debt, students will eventually seek other routes to their career goals. With the pandemic forcing students to adapt to a new set of circumstances, many will be wondering whether they can justify the huge cost and time commitment of campus-based higher education.

<https://www.thejakartapost.com/academia/2021/05/02/higher-education-is-leaving-students-anxious-and-unprepared-for-the-workplace.html>



**Higher Education: Respond, Recover & Re-Imagine during COVID-19**

Rob Jonkers  
April 22, 2020

80% of University Presidents expressed "serious concern" about their country's financial future.

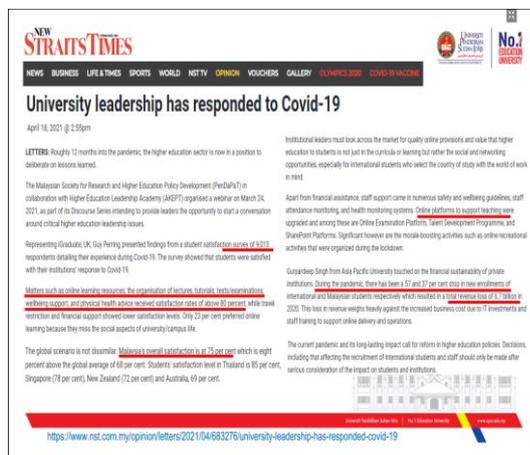
Education institutes are forced to use online media to deliver education. China delivered education to 1 billion students via television.

The COVID-19 crisis redefined education's digital divide. According to the UN, 1 billion people have no internet access.

Many institutions have great technology to give student success. Only 5% have a student success data store in place.

85% of University Presidents are most concerned about the mental health of their students and staff.

<https://blogs.sap.com/2020/04/22/higher-education-respond-recover-re-imagine-during-covid-19/>



**University leadership has responded to Covid-19**

April 18, 2020 @ 2:59pm

Institutional leaders must look across the market for quality online provisions and value that higher education to students is not just in the curricula or learning but rather the social and networking opportunities, especially for international students who select the country of study on the basis of the world of work in mind.

Representing Graduate UK, Guy Perry presented findings from a student satisfaction survey of 6713 respondents detailing their experience during Covid-19. The survey showed that students were satisfied with their institutions' response to Covid-19.

Many such as online learning resources, the organisation of activities, health information, financial support, and physical health advice received satisfaction rates of above 80 percent, with some universities and financial support showed even satisfaction levels. Only 12 per cent preferred online learning because they miss the social aspects of university campus life.

The current pandemic and its long lasting impact call for reform in higher education policies. Decisions including that affecting the recruitment of international students and staff should not be made after serious consideration of the impact on students and institutions.

<https://www.nst.com.my/opinion/letters/2021/04/683276/university-leadership-has-responded-covid-19>



**BROOKINGS**

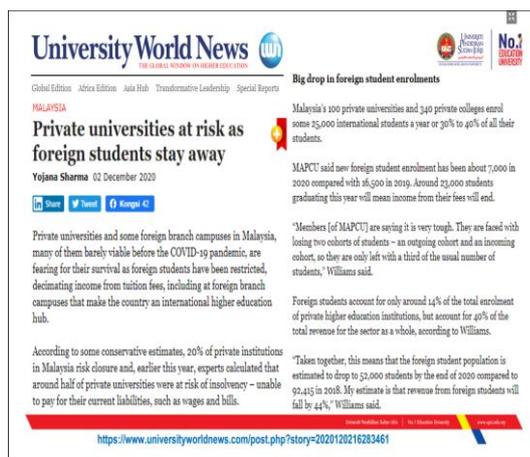
CLIMATE AI CITIES & REGIONS GLOBAL DEV INTL AFFAIRS U.S. ECONOMY U.S. POLITICS GOVT

**Coronavirus poses serious financial risks to US universities**

BRUNN CENTER CHALMERSBARD

Universities around the country are dealing with health concerns as their first priority, and keeping instruction going—even if imperfectly—as the second priority. After dealing with these immediate issues, the next concern is fear of collapsing revenue. Health and instruction deserve every bit of effort going into them. The extent of worry about collapsing revenue isn't justified, at least not yet, though it could be soon. If lockdowns end before the fall, the financial hit will be somewhat painful. On the other hand, if the health crisis is not resolved by fall, university finances could be in real jeopardy.

<https://www.brookings.edu/blog/brown-center-chalkboard/2020/04/21/coronavirus-poses-serious-financial-risks-to-us-universities/>



**University World News**

Global Edition Africa Edition Asia Hub Transformational Leadership Special Reports

**Private universities at risk as foreign students stay away**

Yojana Sharma 02 December 2020

Malaysia's 100 private universities and 340 private colleges enrol some 25,000 international students a year or 30% to 40% of all their students.

MAPCU said new foreign student enrolment has been about 7,000 in 2020 compared with 36,500 in 2019. Around 23,000 students graduating this year will mean income from their fees will end.

"Members [of MAPCU] are saying it is very tough. They are faced with losing two cohorts of students – an outgoing cohort and an incoming cohort, so they are only left with a third of the usual number of students," Williams said.

Foreign students account for only around 14% of the total enrolment of private higher education institutions, but account for 40% of the total revenue for the sector as a whole, according to Williams.

"Taken together, this means that the foreign student population is estimated to drop to 51,000 students by the end of 2020 compared to 92,415 in 2018. My estimate is that revenue from foreign students will fall by 44%," Williams said.

<https://www.universityworldnews.com/post.php?story=20210216283461>

**University World News**  
THE GLOBAL JOURNAL ON HIGHER EDUCATION

Global Edition Africa Edition Asia Bib Transformation Leadership Social Review

**INDONESIA**

**Private universities in crisis as pandemic hits enrolment**

Kaffi Yamin 07 April 2021

With the COVID-19 pandemic beginning to affect the Indonesian economy from mid-2020 onwards, private universities have experienced a sharp downturn in enrolments – and the number of university dropouts is rising.

This is causing a crisis in Indonesia's private university sector, which some fear could lead to mass closures of institutions.

After the results of the national admission test for Indonesian universities, known by the Indonesian acronym SNMPTN, were announced on 22 March, school leavers not on the pass list were expected to go to private universities, as happens every year.

Private university closures in his area mirror a wider trend in the country, and have accelerated closures of institutions, including some that were already in trouble before the pandemic hit. On 6 February 2020 the Directorate of Higher Education of the Education and Culture Ministry (DIKTI) announced that 12 private universities in Jakarta had closed down due to a lack of students and other problems.

Two of them submitted proposals for closure because they were unable to continue; seven chose mergers among themselves, and three moved out of Jakarta to other places,' DIKTI official Ni'am said.

For example, Svaledra College of Economics (STIE Svaledra) and Pradita College of Economics (STIE Pradita) merged to become Pradita University.

On 20 November 2020, the DIKTI bureau in North Sumatra announced the closure of four colleges due to a lack of students and other problems related to COVID-19. They included Swadaya Foreign Language College (STBA Swadaya), Al-Hikmah College of Economics (STEI Al-Hikmah), Al-Hikmah College of Law (STIH Al-Hikmah) and Intalcom Computer Academy (Amik Intalcom).

<https://www.universityworldnews.com/post.php?story=20210407143006462>

## The impacts of COVID-19 to university students



- Students' learning affected
- Motivational, emotional, psychological issues
- Graduation delayed
- Internship cancelled
- Lost job opportunities

## The impacts of COVID-19 to university lecturers



- Teaching & learning activities affected
- From hybrid/blended to online learning
- QA & QC of overall T&L
- Revise PLO CLO
- Rubric for assessment, evaluation, examination

## The impacts of COVID-19 to university management

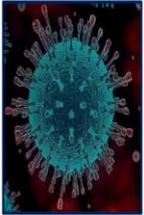


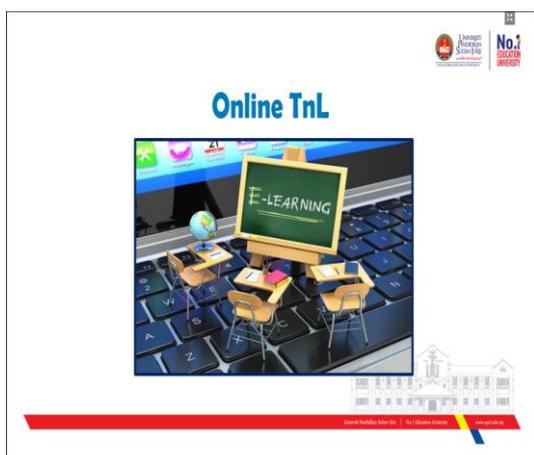
- Students intake declined
- Graduate on Time (GOT) declined
- QA & QC of overall academic programmes
- Upgrade IT facilities
- Enhance support systems
- Financial challenges

## UPSI's experience

**How we dealt with COVID-19?**  
**What are the strategies?**

## COVID-19 & MCO



**Online TnL**

Illustration of a virtual classroom with a green chalkboard that says "E-LEARNING", a globe, and several desks with chairs on a keyboard background.



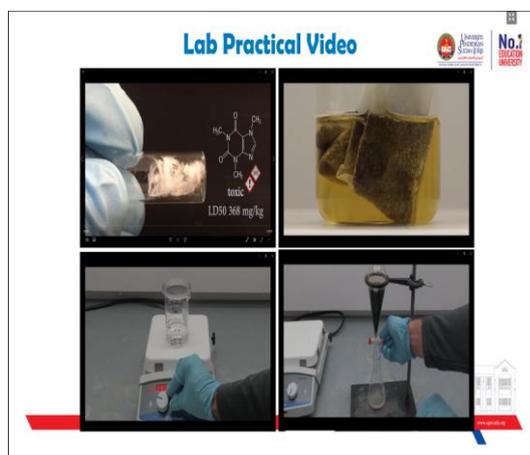
**'Online' phenomena**

Illustration of a person's hands holding a glowing globe with various social media and technology icons like @, #, and a smartphone.



**Online TnL**

Logos for Google Meet, Zoom, Webex Meetings, Telegram, WhatsApp, and MyGuru.



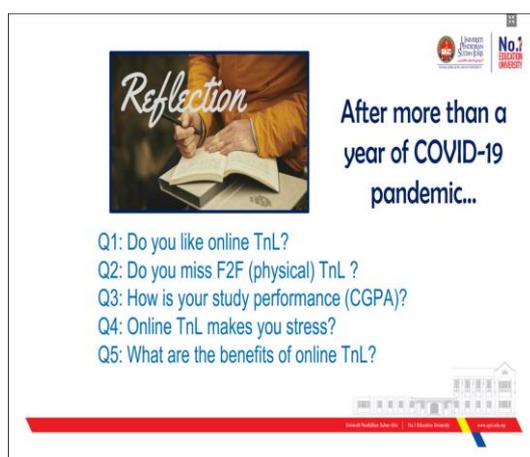
**Lab Practical Video**

Four panels showing laboratory work: a person in a lab coat, a chemical structure diagram, a yellow bag, and a person using a pipette.



**FYP Supervision**

Screenshot of a Zoom meeting interface showing three participants in a video call.



*Reflection*

After more than a year of COVID-19 pandemic...

Q1: Do you like online TnL?  
Q2: Do you miss F2F (physical) TnL ?  
Q3: How is your study performance (CGPA)?  
Q4: Online TnL makes you stress?  
Q5: What are the benefits of online TnL?



## Challenges of Online Learning

- Poor internet connectivity
- Unfavourable home environment
- Poor-self motivation
- Not being able to adapt to the change



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## Challenges, expectations and opportunities of online learning



Kosmo, 30 Jun 2021, muka surat 18



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## COVID-19 & MCO

TARIKH / DATE	WISATA / WEEK	CATATAN / NOTE
21/01/2020	Hal Peristiwa	Penutupan Semester & Kursus Pelajar Lama (Online)
21/02/2020	Hal Peristiwa	Semester & Course Registration For Returning Students (Online)
21/03/2020	Hal Peristiwa	Hal Peristiwa: Pelajar & Orkesia Pelajar Baharu Program Pengajian Sarjana New-Postgraduate Student Registration & Orientation Day
17/02 - 23/02/2021	Minggu/Wk 07	Ses Perkhidmatan Lecturer
24/02 - 30/02/2021	Minggu/Wk 08	Minggu 'Tantam & Gajap Kurasa' Aul & Drop Courses Week
03/03 - 09/03/2021	Minggu/Wk 09	Ses Perkhidmatan Lecturer
10/03 - 16/03/2021	Minggu/Wk 10	Minggu 'Gajap Kurasa' Drop Courses Week
17/03 - 23/03/2021	Minggu/Wk 11	Ses Perkhidmatan Lecturer
24/03 - 30/03/2021	Minggu/Wk 12	2021 - 14562021 Pemilih Kowasir Pengiraan Movement Control Order
01/04 - 07/04/2021	Minggu/Wk 13	Ses Perkhidmatan Lecturer
08/04 - 14/04/2021	Minggu/Wk 14	Minggu 'Gajap Kurasa' Drop Courses Week
15/04 - 21/04/2021	Minggu/Wk 15	2020/2021 Hal Peristiwa: VOP Agency VOP Agency's Delivery
22/04 - 28/04/2021	Minggu/Wk 16	Ses Perkhidmatan Lecturer
29/04 - 05/05/2021	Minggu/Wk 17	2021/2022 Hal-Peristiwa Kowasir
06/05 - 12/05/2021	Minggu/Wk 18	Ses Perkhidmatan Lecturer
13/05 - 19/05/2021	Minggu/Wk 19	Ses Perkhidmatan Lecturer
20/05 - 26/05/2021	Minggu/Wk 20	Ses Perkhidmatan Lecturer
27/05 - 02/06/2021	Minggu/Wk 21	Minggu 'Perkhidmatan Pengiraan & Perkhidmatan (P&P) Faculty & Learning Evaluator Week
03/06 - 09/06/2021	Minggu/Wk 22	Ses Perkhidmatan Lecturer
10/06 - 16/06/2021	Minggu/Wk 23	Pegawai/ Examiner
17/06 - 23/06/2021	Minggu/Wk 24	2020/2021 Asef-Balawan




From 16 March to 31 May 2020

### What we did?



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## COVID-19 & MCO

From 16 March to 31 May 2020

### What we did?

- Academic programme revision [lecturers]
- Reskilling & retooling [lecturers]
- Student affairs [students + lecturers + university management]
- Infrastructure [university management]



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## COVID-19 & MCO

### #1: Academic programme revision [lecturers]

- Diploma, S1, S2 and S3 programmes
- Revise COPPA MQA document, MQF learning domain
- Revise PLO, CLO, SLT & course pro forma
- Redesign method of delivery of TnL
- Redesign rubric for assessment, evaluation, examination
- Restructure practical teaching, industrial training, 3U1i

Malaysian Qualifications Framework (MQF)

Code of Practice for Programme Accreditation (COPPA) Malaysian Qualifications Agency (MQA)

Programme Learning Outcome (PLO) Course Learning Outcome (CLO) Student Learning Time (SLT)



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## STANDARDS MASTER'S AND DOCTORAL DEGREE



CONTENT	BY COURSEWORK RESEARCH AND WRITING WORK
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**Before revision: check & revise SLT**

Continuous Assessment		Percentage (%)	F2F	NF2F	SLT
1	Tugas kelompok / Group Assignment	15	3	8	11
2	Kuis / Quiz	5	1	3	4
3	Tugas kelompok / Group Assignment	10	1	7	8
4	Ujian / Test	10	2	5	7
5	Laporan praktikal / Practical Report	15	3	3	6
6	Tugas kelompok / Group Assignment	5	1	3	4
Total					40
Final Assessment		Percentage (%)	F2F	NF2F	SLT
1	Peperiksaan Akhir/ Final Exam	20	1	5	6
2	Peperiksaan Akhir/ Final Exam	20	1	5	6
Total					12
GRAND TOTAL SLT					120

\*Please tick (✓) if this course is Latihan Industri/ Clinical Placement/ Practicum/ WBL using 2-weeks, 1 credit formula  
L = Lecture, T = Tutorial, P = Practical, O = Others, F2F = Face to Face, NF2F=Non Face to Face  
Indicate the CLO based on the CLO's numbering in Item 8

**After revision: check & revise SLT**

Continuous Assessment		Percentage (%)	F2F	NF2F	SLT
1	Tugas kelompok / Group Assignment	15	0	11	11
2	Kuis / Quiz	5	0	4	4
3	Tugas kelompok / Group Assignment	10	0	8	8
4	Ujian / Test (open book)	10	0	7	7
5	Laporan praktikal / Practical Report	15	0	6	6
6	Tugas kelompok / Group Assignment	5	0	4	4
Total					40
Final Assessment		Percentage (%)	F2F	NF2F	SLT
1	Tugas individu/ Individual Assignment	20	0	6	6
2	Tugas individu/ Individual Assignment	20	0	6	6
Total					12
GRAND TOTAL SLT					120

\*Please tick (✓) if this course is Latihan Industri/ Clinical Placement/ Practicum/ WBL using 2-weeks, 1 credit formula  
L = Lecture, T = Tutorial, P = Practical, O = Others, F2F = Face to Face, NF2F=Non Face to Face  
Indicate the CLO based on the CLO's numbering in Item 8

**COVID-19 & MCO**

**#2: Reskilling & retooling [lecturers]**

- Meeting apps: zoom, google meet, webex, whatsapp, telegram
- E-learning system UPSI: MyGURU
- 10 specific modules:

Open Educational Resources, Massive Open Online Course, Micro-credential, Artificial Intelligent, Augmented Reality and Virtual Reality, Gamification, Flipped Classroom, Active Learning, Challenge-Based Learning, Assessment for Learning Strategies, Outcome Based Education, Observation and Supervision Simulation.



**COVID-19 & MCO**

**#3: Student affairs [students + lecturers + university management]**

- Laptop, personal computer, smart phone, tablet
- Internet connection, speed, bandwidth, data capacity
- Motivational, emotional and psychological issues, counselling
- Academic, financial & personal issues
- Teaching aids, class preparation
- Start up online business



**EDGE**  
ENTREPRENEURIAL DEVELOPMENT & GRADUATE EMPLOYABILITY CENTRE



**STRENGTHENING ENTREPRENEURSHIP INITIATIVES**

- Provide seed money for online business
- Provide training and coaching for online business
- Sharing session with experts



**COVID-19 & MCO**

**#4: Infrastructure [university management]**

- Work From Home (WFH), Integrated Management System (IMS)
- Internet connection, speed, bandwidth, data storage
- Laptop, personal computer, smart phone, tablet
- Software
- Firewall





**Concluding Remarks**

**What are our expectations?**  
**Can we foresee the risks or opportunities?**

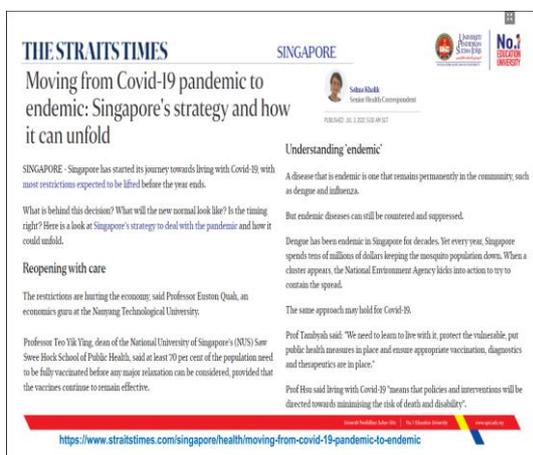
UNS Logo and No.1 Education University badge in the top right corner.



**When and How The Coronavirus Pandemic Will End?**

Illustration of a person in a protective suit and a cartoon virus character being cut by a scalpel.

UNS Logo and No.1 Education University badge in the top right corner.



**THE STRAITS TIMES** SINGAPORE

**Moving from Covid-19 pandemic to endemic: Singapore's strategy and how it can unfold**

Suhail Nishik, Senior Health Correspondent

**Understanding 'endemic'**

A disease that is endemic is one that remains permanently in the community, such as dengue and influenza.

But endemic diseases can still be countered and suppressed.

Dengue has been endemic in Singapore for decades. Yet every year, Singapore spends tens of millions of dollars keeping the mosquito population down. When a cluster appears, the National Environment Agency kicks into action to try to contain the spread.

The same approach may hold for Covid-19.

Prof Tanjibrah said, "We need to learn to live with it, protect the vulnerable, get public health measures in place and ensure appropriate vaccination, diagnostics and therapeutics are in place."

Prof Hsu said living with Covid-19 "means that policies and interventions will be directed towards minimising the risk of death and disability".

<https://www.straitstimes.com/singapore/health/moving-from-covid-19-pandemic-to-endemic>

UNS Logo and No.1 Education University badge in the top right corner.



**OUTCOMES OF RISK**

- POSITIVE RISK (Opportunity)
- NEGATIVE RISK (Issue)

Diagram showing a central 'RISK' box branching into 'ISSUE' and 'OPPORTUNITY' boxes.

Opportunity can lead to adaptation of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customer's needs.

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**EXPECTATIONS AND OPPORTUNITIES**

- 1 Flexible education: restructure curriculum to fit and suit current needs
- 2 Share expertise: TnL, research, supervision, consultation, etc.
- 3 Sit-in, student (S1, S2, S3) exchange programme.
- 4 Co-organiser for seminar, conference, etc.

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