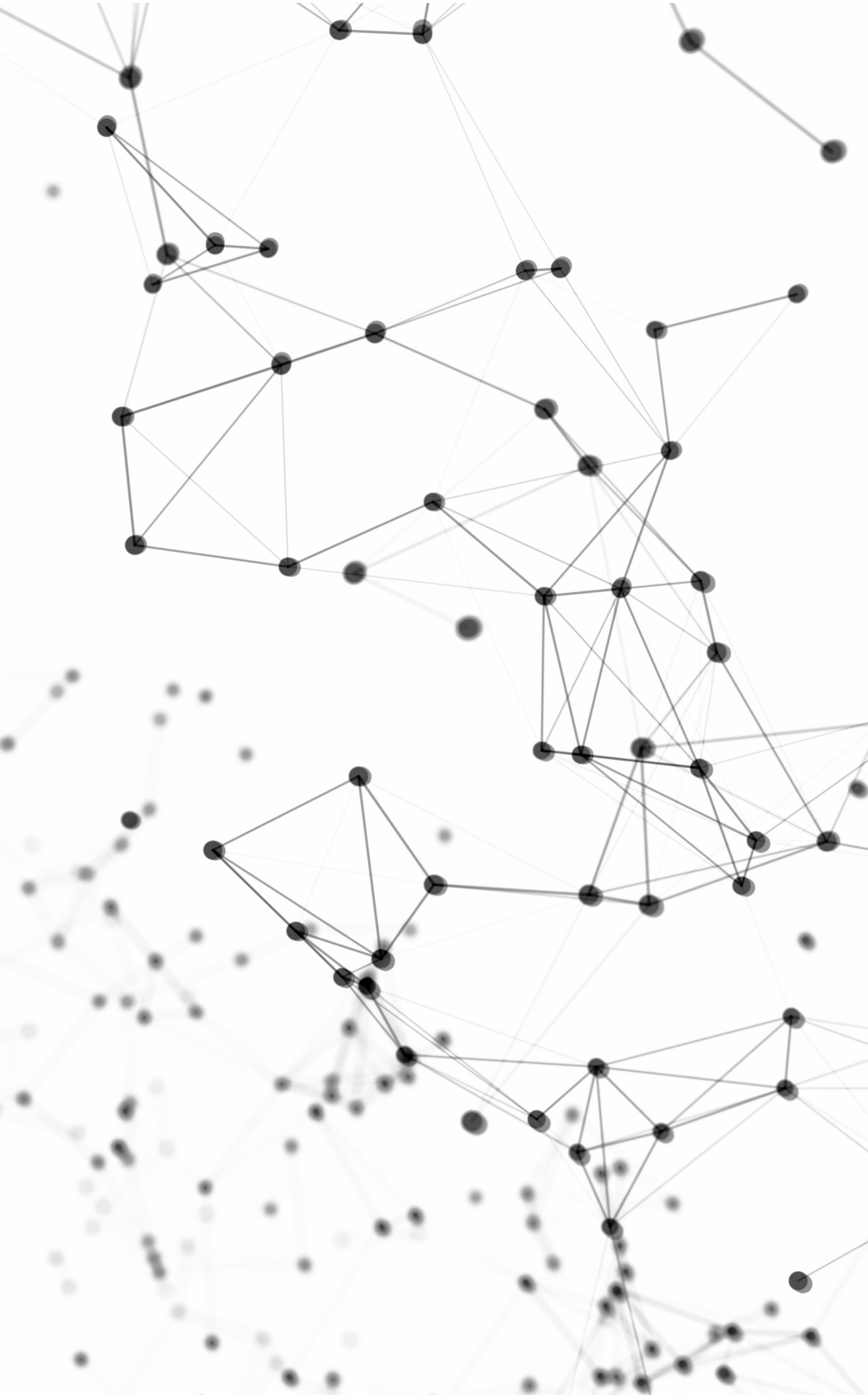# Global Learner Pulse Report

Wave II:
April 10 – April 12, 2020

The COVID-19 pandemic has caused the largest single upheaval of work and education in modern history. It's important that we all hear the voices of learners and workers during this unprecedented time. That's why Pearson, as the world's learning company, has been surveying people in the US and UK to find out how they are coping and adapting to this new reality.

The first wave of the survey took place in mid-March, just after WHO announced the global pandemic, but before massive global closures and lockdowns and will be repeated monthly. The second wave of research took place April 10–12, 2020. This report has found some key differences in opinions as the pandemic has progressed.

Among the headlines:

- People are more united than ever in the believe that office and school closure were the right thing to do.

- However, a month into the lockdown, reality has kicked in and the shine is wearing off as learning and working from home-especially when they are happening under the same roof.

- People are especially concerned about the school experience for young people and are worried that children are going to fall behind.

Detailed Findings

1 There is nearly unanimous agreement that school and workplace closures are warranted.

- Agreement about the necessity of **workplace closures** is higher than it was in early March in both the US and UK with 88% in the US and 92% in the UK agreeing today, versus 79% US and 77% UK who agreed in early March.

- Closely mirroring this sentiment about workplace closures, most do think **school closures** are the right response and this sentiment is even stronger now with 90% in the US and 92% in the UK agreeing versus in early March when 82% in the US and 74% in the UK agreed.

2 Going online is a viable crisis response.

- 9-out-of 10 people in both countries agree that online learning is an effective alternative in crisis situations like these (88% US, 88% UK).

- About 3-in-4 parents in both the US and UK also agree that learning online at home has been a positive experience for their child.

- Eight-in-ten are confident that their kids can continue their learning online with some support from the school system, a trend that is consistent since March (85% US present, 81% US March, 80% UK present, 79% UK March).

- About 8-in-10 of those who are employed in the US feel their companies are well-equipped to share up-to-date accurate information about how best to approach work and travel during the outbreak. In the UK, employees are seeing better responses from their employers with 77% who now say their employers are well-equipped versus just 72% in early March.

3 The novelty of working remote may have worn off since early March.

- People had more confidence in working remotely when it wasn't reality. In March, only 30% in the US and 36% in the UK said that they thought that people were more effective working from the office versus being at home. In April, this number jumped to 38% and 42% respectively.

- Satisfaction in remote working is down from March. Only 82% of those in the US are currently satisfied with working remotely versus 93% in early March. In the UK, 81% are currently satisfied versus 90% in early March.

- Outlook on remote working after this crisis is over also down. 65% in the US are likely to continue working remotely even after the outbreak subsides vs. 76% in early March. In the UK, 65% are likely to continue working remotely versus 78% in early March.

4 **In the education environment, there are concerns about moving to digital, stemming from the need for teacher training and concerns around students not fully mastering their subjects.**

· Just about 2-in-3 say that students who have had to finish the remainder of their education online or virtually due to the Coronavirus (COVID-19) won't have retained as much information – values that have increased since March.

■ In the US, these numbers went up from 58% in March to 65% at present

■ In the UK, these numbers went up from 62% in March to 66% at present

· People are split on whether learning at home can be as effective as a brick-and-mortar setting. 58% in the US and 59% in the UK believe that it can be just as effective with the right tools and discipline.

· Most in the US and the UK believe that educators need more training to effectively teach online (87% in the US, 88% in the UK).

5 **As schools close, parents of school–age children are grappling with a lot of emotions—like a sense of confidence that learning can continue online that sits alongside a lingering worry that their kids may fall behind.**

· More than two-thirds are concerned their children may fall behind due to school closures, values that are higher now than in March (69% US present vs. 64% US March, 75% UK present vs. 66% UK March).

· Those in the UK are becoming more concerned about their children missing critical exams or tests that are necessary for college/university admission or academic progress (63% US present, 64% US March, 69% UK present, 60% UK March).

· Those in the UK are also starting to feel the challenges of children at home more so than they had in March. Previously 60% in the UK agreed, and now 68% agree. US is consistent around 60%.

6 **There is pessimism around schools opening up on time this fall, and around the accessibility of technology.**

· More than 2-in-3 in the US and UK are concerned over the delay or possible interruption of the school year in the fall.

· 9-in-10 say that not everyone has access to technology that they need to learn effectively online. This sentiment is even stronger in the US, where 57% strongly agree versus just 46% of those in the UK.

7 **People are more likely to believe that online learning is here to stay than they thought a month ago.**

· People believe that learning online will become more commonplace in the future (88% US, 86% UK).

· 78% in the US and 80% in the UK say that students who have been able to attend classes and complete assignments online will continue to do so after the outbreak –values that have jumped since March when ~70% in both the US and the UK agreed.

Detailed Data (April and March 2020)

Q9. Which statement comes closest to your view?	US (April)	UK (April)	US (March)	UK (March)
Base: Total Respondents	1012	1010	1010	1010
I think that people are generally more effective working from the office versus being at home.	38%	42%	30%	36%
I believe that with the right tools and discipline, working from home can be just as effective as working from the office.	62%	58%	70%	64%

Q15. How likely are you to continue working remotely even after the outbreak subsides?	US (April)	UK (April)	US (March)	UK (March)
Base: Working remotely	505	514	467	450
% Agree (Strongly + Somewhat)	65%	65%	76%	78%

Q15A. How satisfied have you been with your experience working remotely?	US (April)	UK (April)	US (March)	UK (March)
Base: Working remotely	505	514	467	450
% Satisfied (Very + Somewhat)	82%	81%	93%	90%

W16D_1-4. To what extent do you agree or disagree with each of the following statements?
% Agree (Strongly + Somewhat)

	US (April)	UK (April)	US (March)	UK (March)
Base: Total Respondents	1012	1010	1010	1010
Remote working is just as good as working in an office.	65%	65%	81%	72%
This situation will make remote work more commonplace in the future.	86%	85%	87%	85%
The closure of workplaces is the right response to the Coronavirus (COVID-19).	88%	92%	79%	77%
[AMONG THOSE EMPLOYED] My company is well-equipped to share up-to-date, accurate information about how best to approach work and travel during this outbreak	79%	77%	80%	72%

Q21. Which statement comes closest to your view?

	US (April)	UK (April)	US (March)	UK (March)
Base: Total Respondents	1012	1010	1010	1010
I think that learning for students is generally more effective in a brick-and-mortar (in person) setting.	42%	41%	41%	49%
I believe, with the right tools and discipline, learning from home/online can be just as effective as in a physical building.	58%	59%	59%	51%

Q22A-Q22BB. Thinking about the start of the school year in 2020, how concerned are you that...
% Concerned (Very + Somewhat)

	US (April)	UK (April)	US (March)	UK (March)
Base: Total Respondents	1012	1010	1010	1010
The Coronavirus (COVID-19) will affect or delay the new school year for elementary or primary, or secondary/high school students	77%	74%	60%	54%
Elementary, primary, or secondary/high school students will return to school on time, but have their school year interrupted again due to another outbreak	76%	73%		

	US (April)	UK (April)	US (March)	UK (March)
The Coronavirus (COVID-19) will affect or delay the new school year for university students	71%	69%	58%	50%
University students will return to school on time, but have their school year interrupted again due to another outbreak	70%	67%		

Q23_1-8. Thinking about the current state of education and Coronavirus (COVID-19), to what extent do you agree or disagree with the following? *% Agree (Strongly + Somewhat)*	US (April)	UK (April)	US (March)	UK (March)
Base: Total Respondents	1012	1010	1010	1010
Students who have had to finish the remainder of their education online or virtually due to the Coronavirus (COVID-19) won't have retained as much information.	65%	66%	58%	62%
The closure of universities and schools is the right response to Coronavirus (COVID-19).	90%	92%	82%	74%
Students who have been able to attend classes and complete assignments online because of the Coronavirus (COVID-19) will continue to do so after the outbreak.	78%	80%	70%	71%
Educators need more training to effectively teach online.	87%	88%		
Online learning is an effective learning alternative during crisis situations like the Coronavirus (COVID-19).	88%	88%	87%	85%
I believe that this situation will make online learning more commonplace in the future.	88%	86%	82%	76%
I believe that schools should do more to teach digital skills, like virtual collaboration and virtual communication, that will prepare young people for a technology driven world.	88%	88%		
The use of technology in school will make students more prepared for future job(s) like teleworking or virtual collaboration.	90%	89%		

**Q23_1-8. Thinking about the current state of education and Coronavirus (COVID-19),
to what extent do you agree or disagree with the following?**
% Agree (Strongly + Somewhat)

	US (April)	UK (April)	US (March)	UK (March)
Base: Parents	348	371	323	359
I am concerned my children may fall behind due to school closures.	**69%**	**75%**	64%	66%
During the Coronavirus (COVID-19) school closures, I have adequate resources to keep my children at home.	**81%**	**81%**	87%	74%
I'm confident that my kids can continue their learning online with some support from the school system.	**85%**	**80%**	81%	79%
I'm concerned about my children missing critical exams or tests that are necessary for college/university admission or academic progress.	**63%**	**69%**	64%	60%
Having my children home from school has posed a significant challenge to me or my family.	**61%**	**68%**	62%	60%
The use of technology for learning will make my child more prepared for the demands of their future job, like teleworking or virtual collaboration.	**85%**	**84%**		
Learning online at home has been a positive experience for my child.	**74%**	**72%**		
I would consider full-time online schooling for my child after this.	**57%**	**46%**		

Methodology: In partnership with Dynata, we fielded an online flash-poll among 1012 US and 1010 UK adults. The study was in field from the evening of Friday, April 10, through the afternoon of Sunday, April 12, 2020. The survey was deployed to ensure census representation in both the US and UK, and quotas were set to ensure that all key demographic buckets were also within +/-2 percentage points of the distribution from the 2019 Global Learner Survey.