Pearson

The Global Learner Survey

August 2020

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Rewriting the Future of Education

2020 is the year in which the world will measure itself in terms of "life before COVID-19 and life after". It's the lens through which people in this year's Global Learner Survey are viewing their lives and their experience with education. **The consensus from learners: the world of education and work has forever changed in profound ways.**

When we launched the inaugural Global Learner Survey last year, trends like globalization, tech, automation, and politics had already transformed the world of work and education. Online learning was a presence for many learners and was driving a nascent trend toward more DIY learning. Remote work was on the radar, but not widely accepted. Soft skills were emerging as the way to compete with technology.

Then, this spring, institutions, businesses, educators, parents, and students were abruptly thrust into the future of learning and remote work, without warning or preparation. Now, months into the pandemic, remote working has become commonplace for many and likely will continue beyond the pandemic. Schools and universities are still grappling with difficult choices about how to proceed with online and in-person learning. And, the true depth of social and economic inequality has been laid bare for the world to see.

Against that backdrop, we felt it was more important than ever to hear the voices of learners around the world. And, the picture is more hopeful than one might expect. Despite all of this year's upheaval, trust in education systems generally is on the rise. People are adapting to and accepting online learning. Workers are responding to economic uncertainty by bolstering their digital skills and turning toward practical education, like vocational training.

While learners are showing great resilience, they are also acutely aware that the pandemic is driving an even greater chasm in the digital divide. They also struggle with the affordability of education and they worry about health and safety as the school year begins. They see the social justice reckoning happening in so many communities and they feel it stretch into the world of education.

As the world's learning company, we have had a special responsibility to listen and address all of these issues for learners. Education has the potential to improve lives and enable economic mobility. It is the single biggest force for change in our world. During this time of such uncertainty, we must ensure that education can continue to deliver the hope and opportunity that is needed now more than ever. We are in the midst of a moment in which we can rewrite the future of education to make it more accessible and equitable. We don't know what the future holds. But, what is clear, is that all of us – employers, educators, parents and students – have a role to play in helping the world adapt and thrive in a post-pandemic world.

John Fallon
CEO, Pearson

Methodology

This survey was conducted on behalf of Pearson from June 8–14, 2020 by The Harris Poll, a global market research firm based in New York City with over 50 years of history in polling. This 20-minute online survey was completed **by 7,038 people aged between 16–70 years old across the globe**. All pages show general online population data unless noted otherwise.

The Harris Poll
A STAGWELL COMPANY

Results are weighted for age, gender, region, urbanicity, race/ethnicity, education, marital status, household income and/or socio-economic status to align respondents with actual proportions in their respective countries. Survey respondents were selected based on their age and quality of response from leading online research panels.

Markets	Sample Size	Margin of Error
Global	N=7038	±1.13
US	N=1005	±3.00
UK	N=1011	±2.99
Australia	N=1008	±2.99
Canada	N=1010	±2.99
Brazil	N=1004	±3.00
China	N=1001	±3.00
India	N=999	±3.01

Key Trends

The Global Learner Survey uncovered **7 key trends**, all driven by the effects of the COVID-19 pandemic

1 There is no returning to a pre-COVID-19 education world.
Globally, more than 3 in 4 people believe that education will fundamentally change as a result of the pandemic. Online learning will be a key part of experiences for learners of all ages, and economic uncertainty will drive more people to upskill and reskill for job security.

2 Trust and confidence in education systems is on the rise nearly everywhere.
In turbulent times, people look to the institutions that instill hope and opportunity. Education does just that. This year, a growing number of people say education is an important stepping stone in life, with more people than ever giving their country's education system high marks for quality.

3 Learners expect schools to catch up with the times on issues of equity.
People are demanding equity in education. They don't believe that everyone has equal access to education, which is critical for future success. They believe that education inequality will get worse during the pandemic, and 9 in 10 learners want education systems to do more to address the problem.

4 If online is here to stay, learners want a better experience.
Learners are practical and realize that online learning is a reality during a global pandemic. But, there are clear calls for more investment in and better use of technology for learning.

5 The pressure is on to build skills that will sustain people through the pandemic and beyond.
With more than half of employed respondents in need of education because their job status has changed, there is a palpable urgency to build skills for employment. This includes a new breed of digital soft skills as well as an emphasis on English language skills.

6 Universities have more opportunity than ever to help drive economic recovery.
Learners are clamoring for universities to provide more adult learning, shorter courses, soft skill training and more affordable options for the unemployed.

7 School feels safer at home.
Not surprisingly, there is less concern this year about school safety and the negative effects of social media. Instead, people see social media as a lifeline for students who face isolation from their peers.

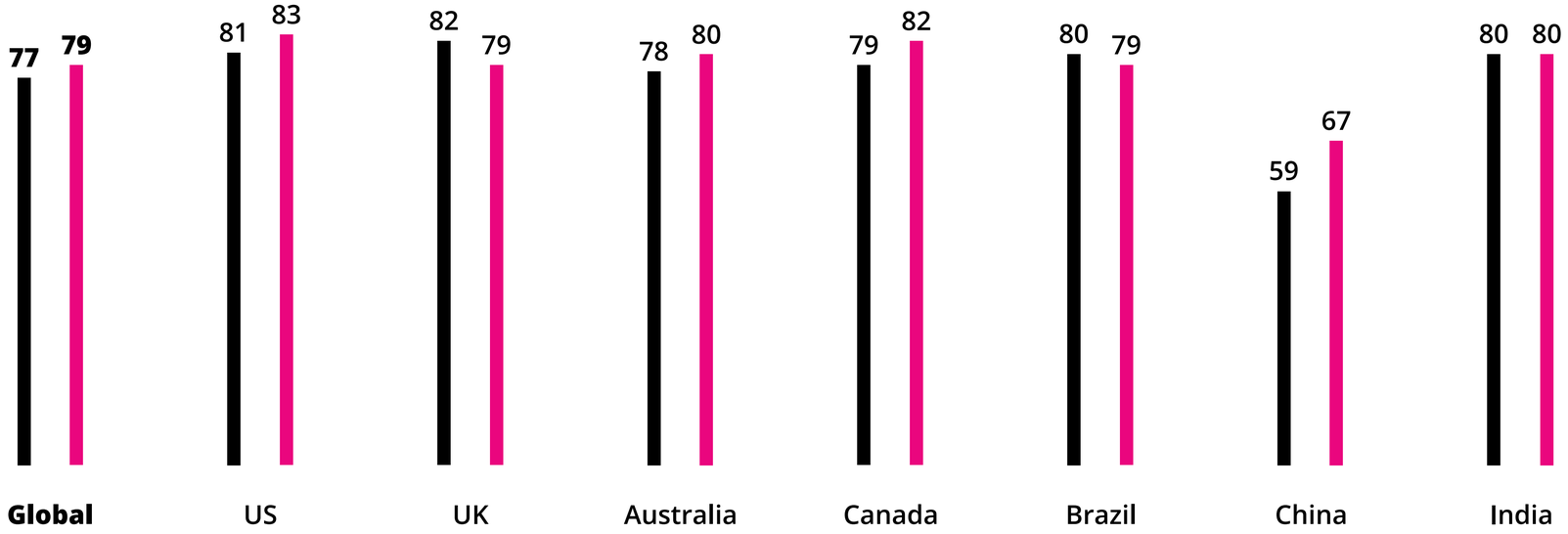
Education is forever changed

Learners see COVID-19 as a turning point for modern learning, with online schooling and economic upheaval leaving a lasting mark.

COVID-19 is the catalyst for modernizing education

Thinking about the future state of primary and secondary/higher education, to what extent do you agree that: (%)

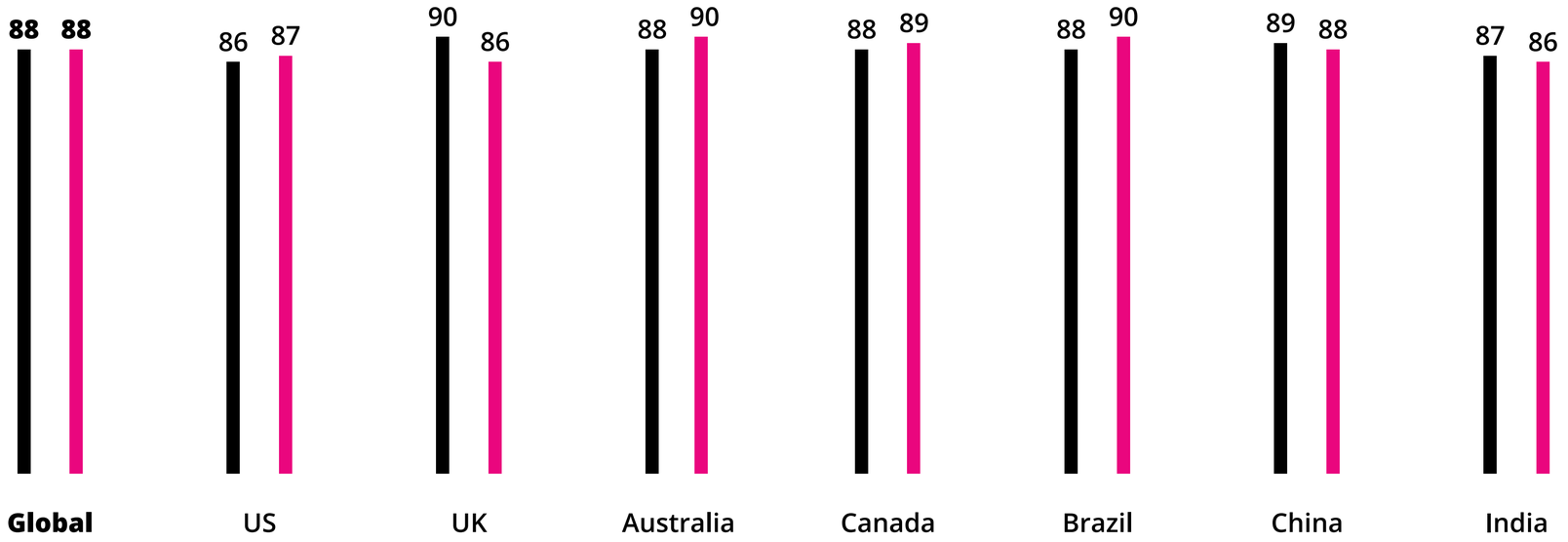
- **Primary and secondary education** will fundamentally change because of the COVID-19 pandemic.
- **Colleges and universities** will fundamentally change because of the COVID-19 pandemic.



Online learning experiences are here to stay

Thinking about the future state of primary and secondary/higher education, to what extent do you agree that: (%)

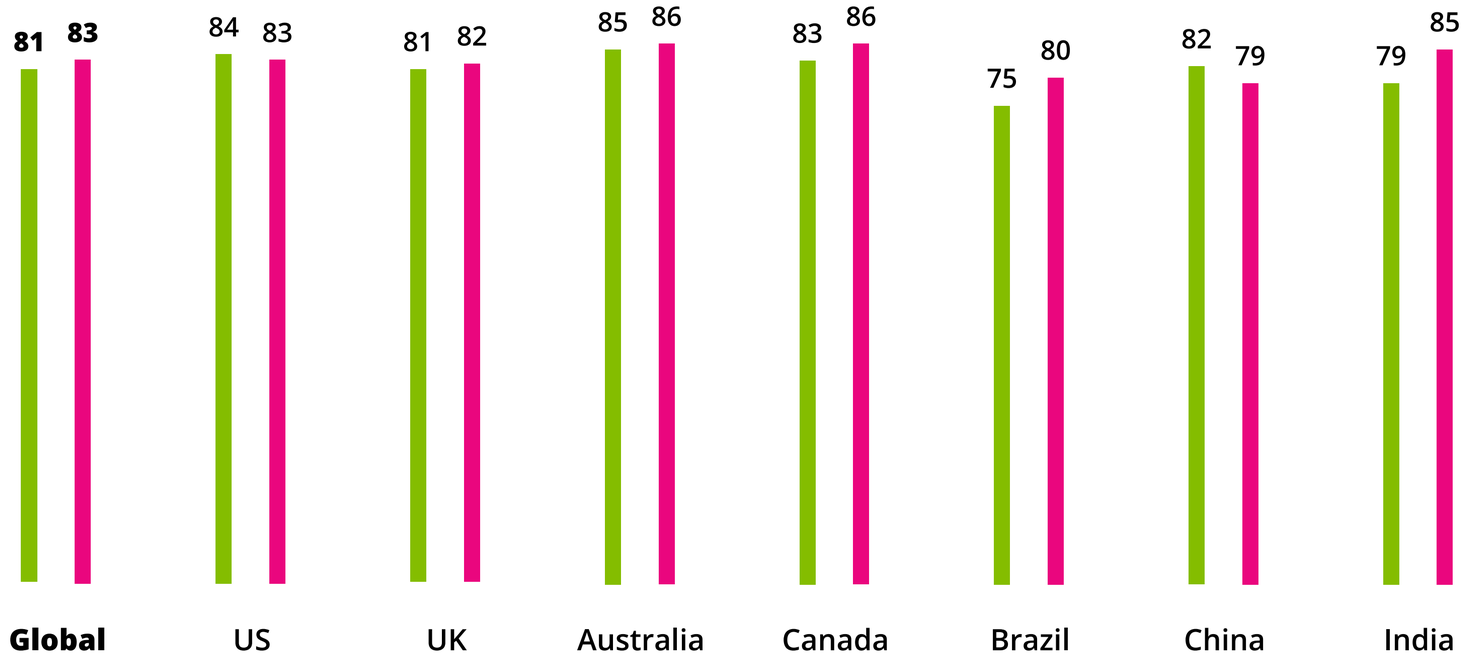
- Online learning will be a part of **children's education** experience moving forward.
- Online learning will be part of the **university** experience moving forward.

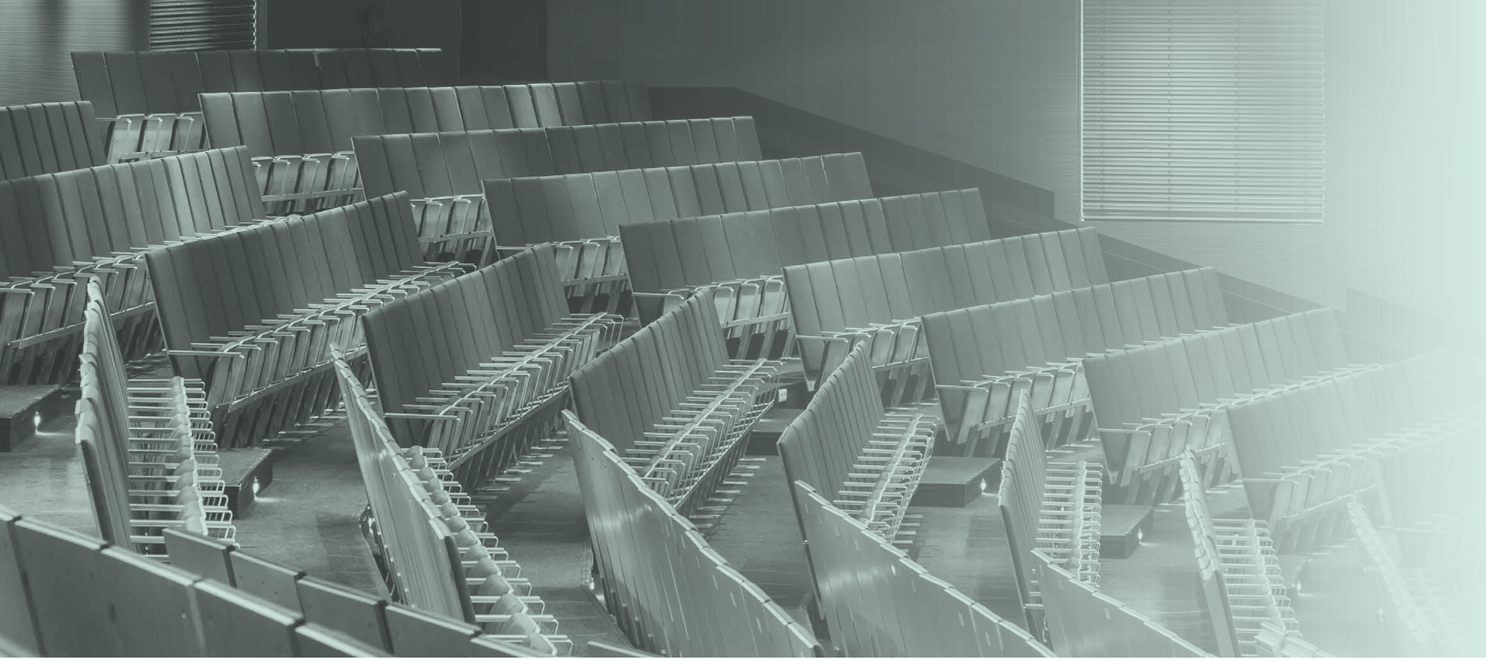


Do-it-yourself learning is maintaining momentum in the COVID-19 economy

2019 2020

When you think about the future of schools and education, how likely do you think it is that learning will become more self-service the older you get? (%)





COVID-19 is raising red flags for higher education

Some higher education experiences like going overseas or obtaining four-year degrees may see disruption. It remains to be seen just how long that dynamic lasts.

Thinking about the future state of higher education, to what extent do you agree that: (%)	**Global**	US	UK	Australia	Canada	Brazil	China	India
Fewer people will go overseas for their studies as a result of the COVID-19 pandemic.	**81**	78	82	82	80	77	89	79
Fewer people will be able to afford a university education as a result of the COVID-19 pandemic.	**74**	76	77	73	72	85	57	76
Fewer people will seek out traditional university degrees as a result of the COVID-19 pandemic.	**65**	71	70	65	62	65	51	71

Trust in education is rising

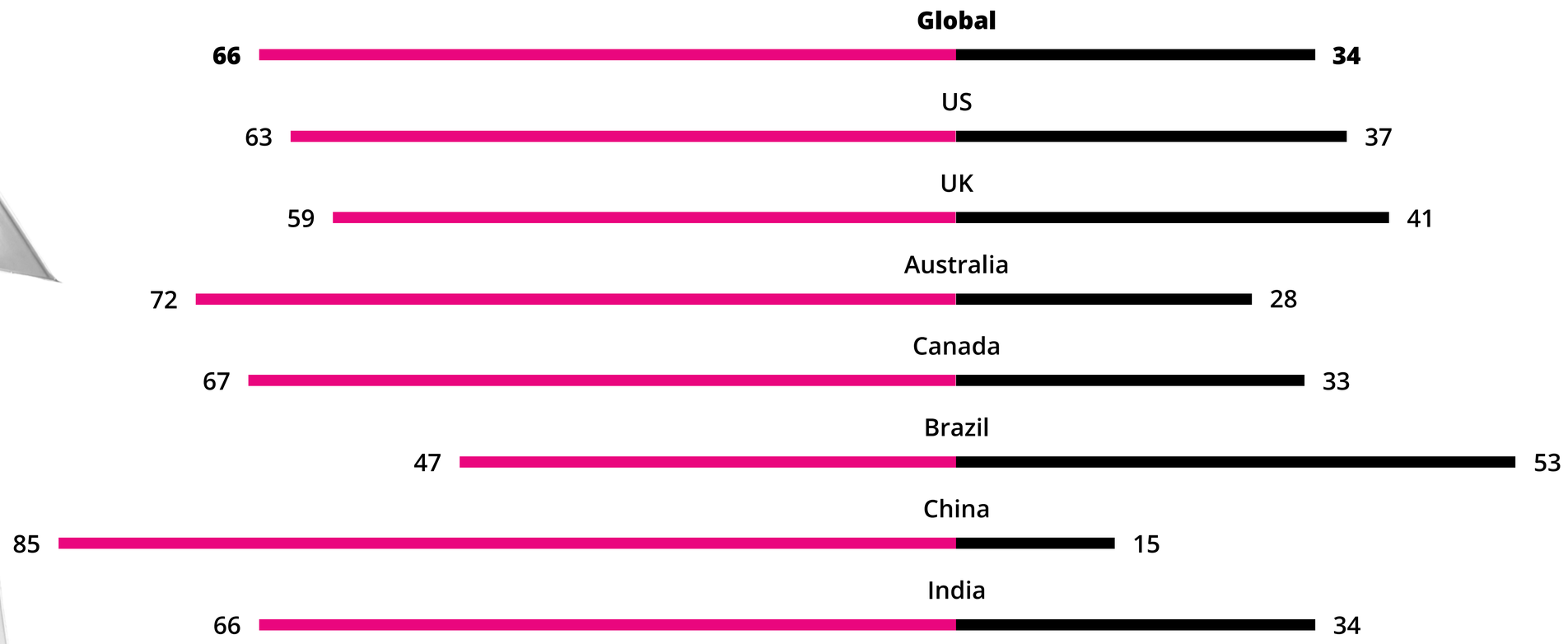
In an uncertain world, people are looking to put their faith in something, and they are still confident that education can deliver opportunity.

Given the circumstances, people recognize that education's response to COVID-19 took a heroic effort

Which of the following statements best reflects your opinion on the education system globally, including primary, secondary and higher education?

The education system in my country has done a good job adapting to the needs of students during the COVID-19 pandemic.

The education system in my country has failed students during the COVID-19 pandemic.



Rising to the occasion: education systems earn higher marks than ever for quality, despite total disruption

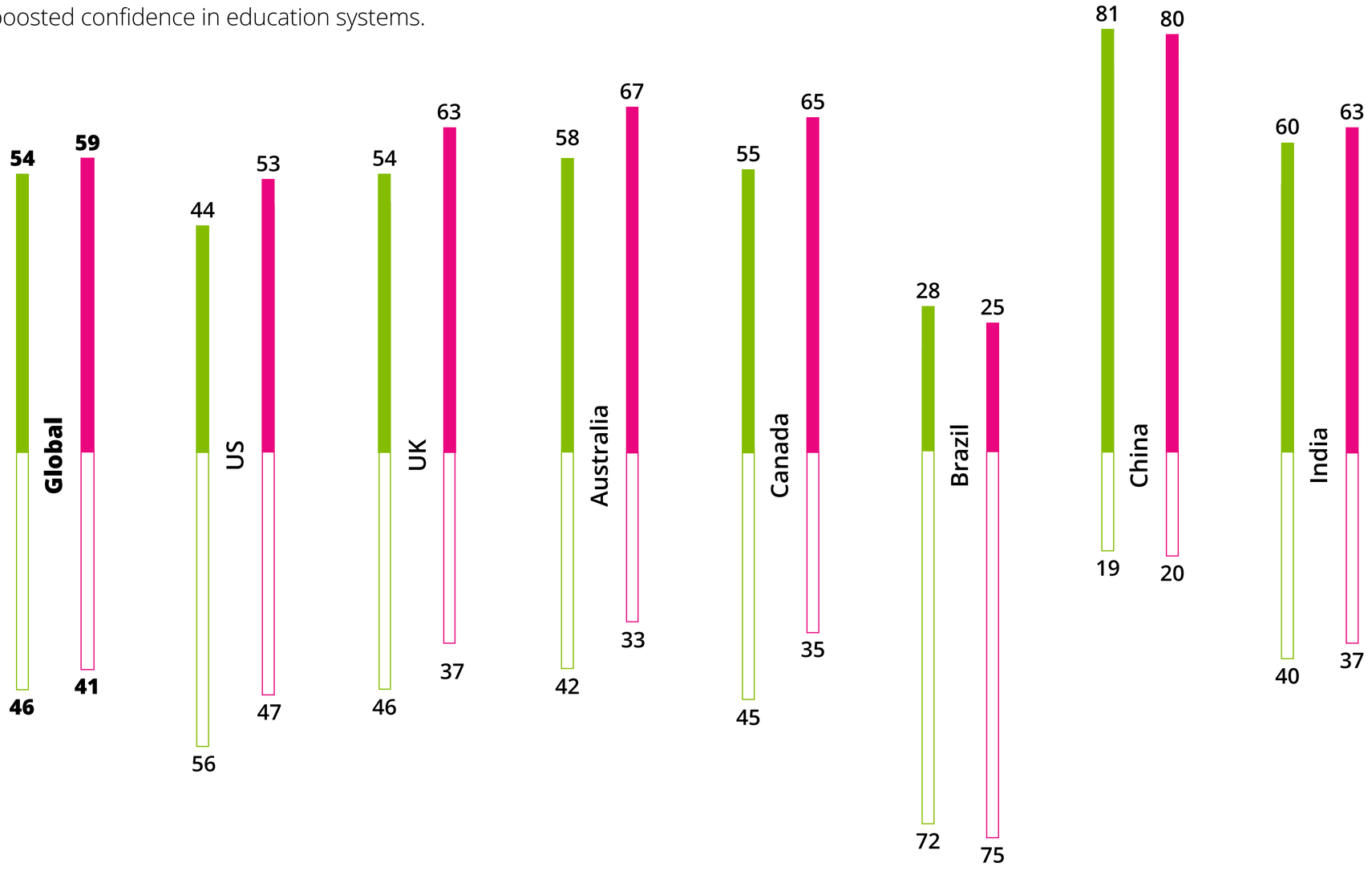
The heroic efforts early in the pandemic may have boosted confidence in education systems.

2019 2020

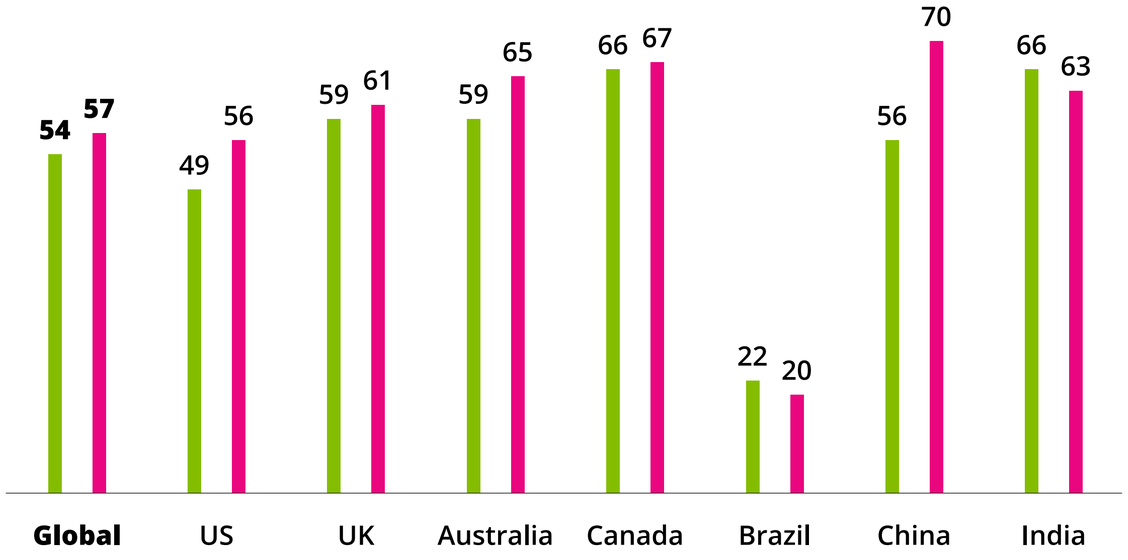
Which of the following statements best reflects your opinion on the education system globally, including primary, secondary and higher education?

I trust that the education system in my country provides quality education to all its people.

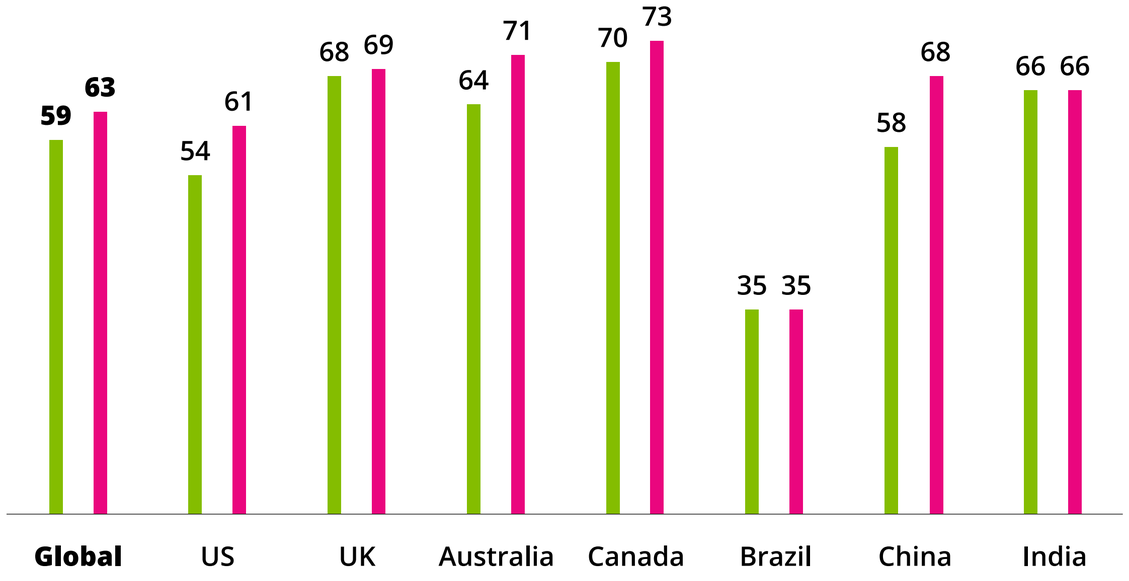
I do not trust that the education system in my country provides quality education to all its people.



People are rating their country's education systems better than others, more so than last year



I believe my country's primary/secondary education system compared to other countries is: Great/good (%)



I believe my country's higher education system compared to other countries is: Great/good (%)

2019 2020

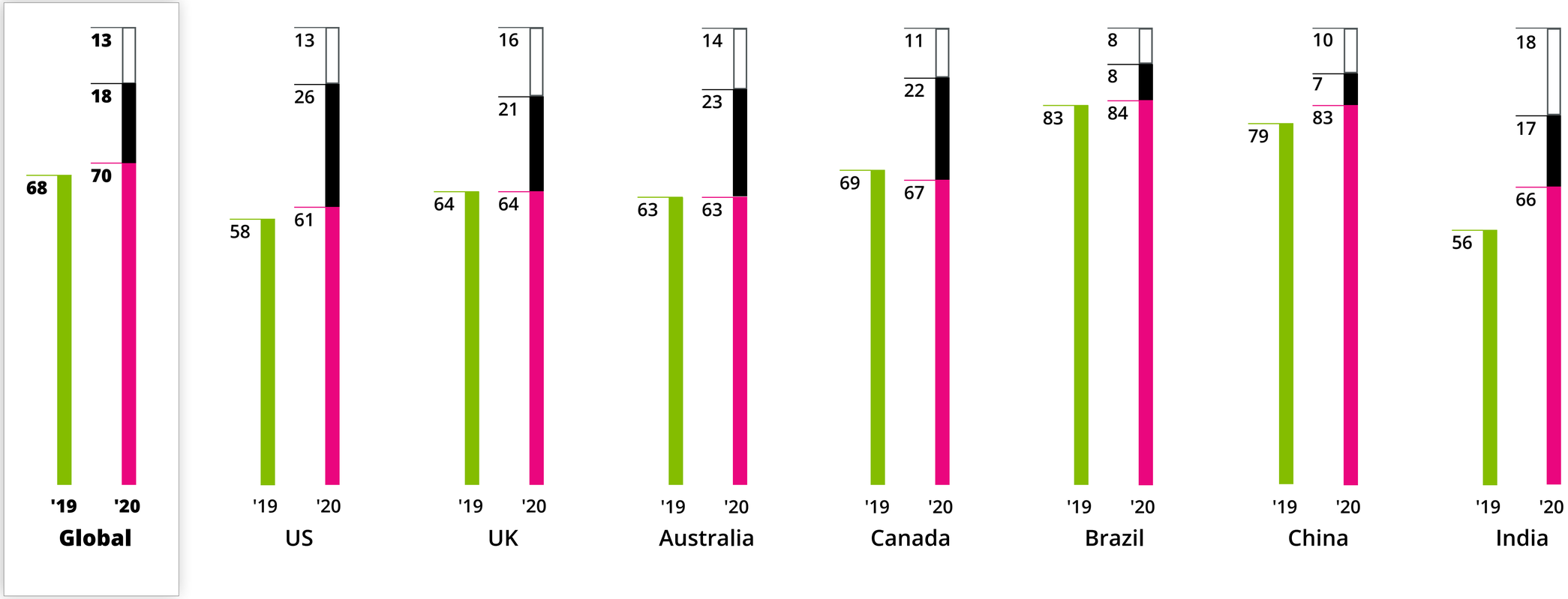
People show a growing faith in education to deliver results and opportunity for this generation

2019 2020

Which of the following statements best reflects your opinion on the education system globally, including primary, secondary and higher education?

The education system in my country works well for the current generation.

The education system in my country is failing the current generation.



No matter what happens in the world, formal education remains the foundation for success

Which of the following best describes your view on formal education?

- ☐ A formal education is not relevant today. You can create your own success and prosperity without it.
- ■ A formal education is nice, but not necessary.
- ■■ Formal education is an important stepping stone. You need to invest in a formal education to achieve your work and life goals.

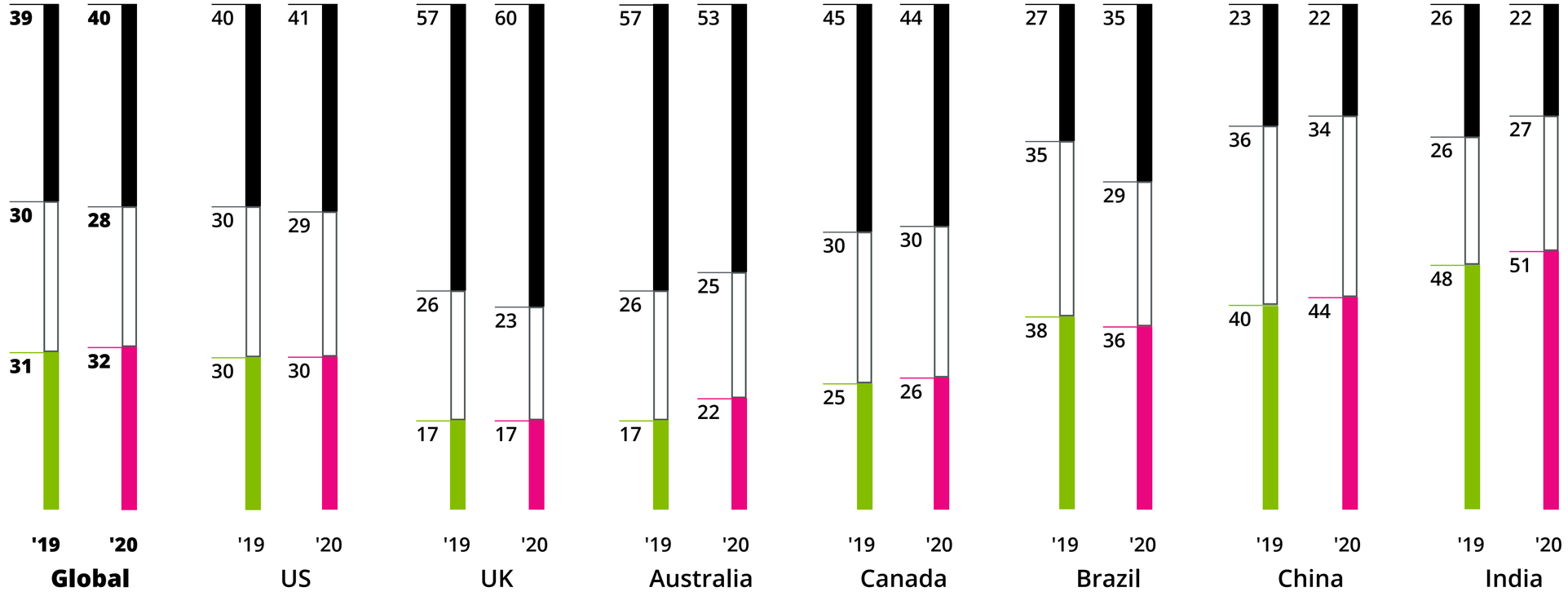
Please note: 2019 values only show percentages for "Formal education is an important stepping stone..."

People continue to think beyond university degrees for their future

Markets like **China, India and Brazil** still value the traditional degree. But people in the **US** and **UK** increasingly believe you can achieve success without one.

Which of the following statements best reflects your opinion about the value of a college or university degree?
Please select one. Please note: Original 2019 text included "college".

- You can do okay in life today without a university degree.
- You need some university (courses, associates degree or certificate) to make a decent living.
- A university or post-secondary degree is essential to achieving a successful and prosperous career.



People embrace the practical path: in a difficult economy, trade and vocational education eclipses a university degree as the best way to succeed in life

Thinking about how colleges and universities are preparing students today, to what extent do you agree that: (%)

2019 2020

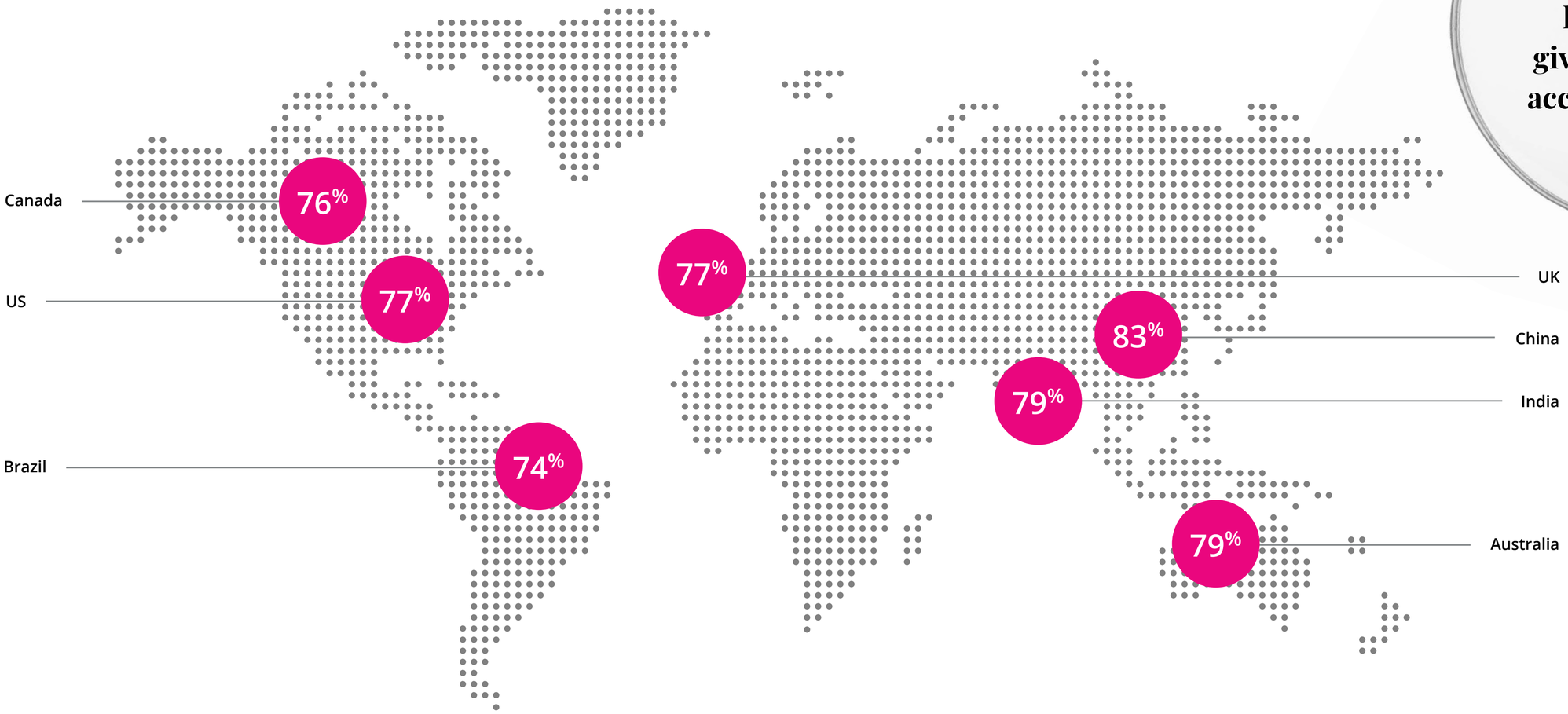
A degree or certificate from a vocational college or trade school is more likely to result in a good job with career prospects than a university degree.

People demand equity in education

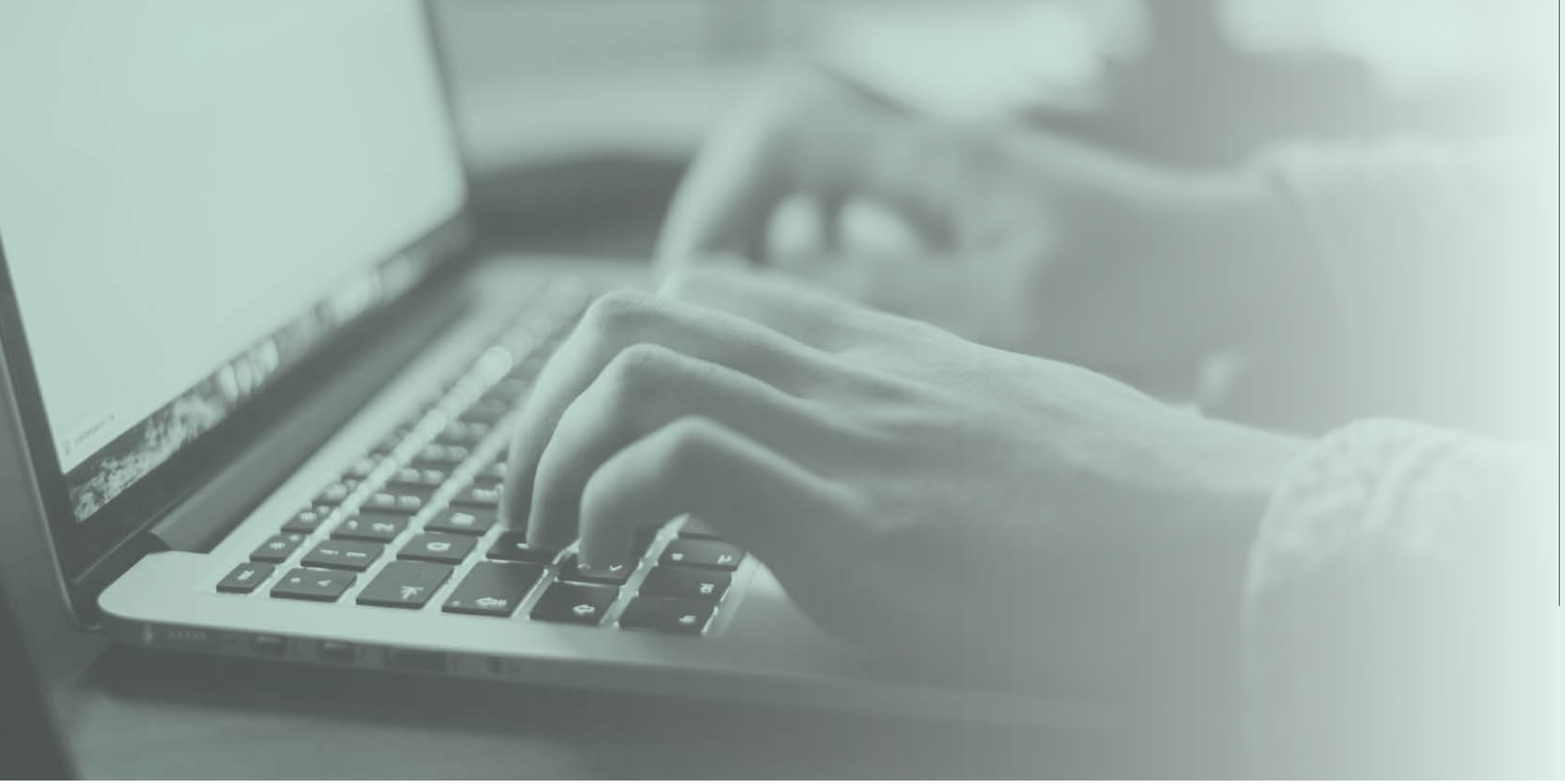
COVID-19 has opened the eyes of many learners to how deeply economic and social inequality affects education. It became very real as they struggled or watched those around them struggle with the digital divide.

People see the potential for online learning to expand access to education

When you think about the future of schools and education, how likely is it that online learning will give people more access to a quality education? (% Likely)



Globally, 78% believe online learning will give people more access to a quality education.



Technology as the doubled-edged sword: creating access and inequality

People believe that access to technology (or lack thereof) has the potential to be a major equality issue.

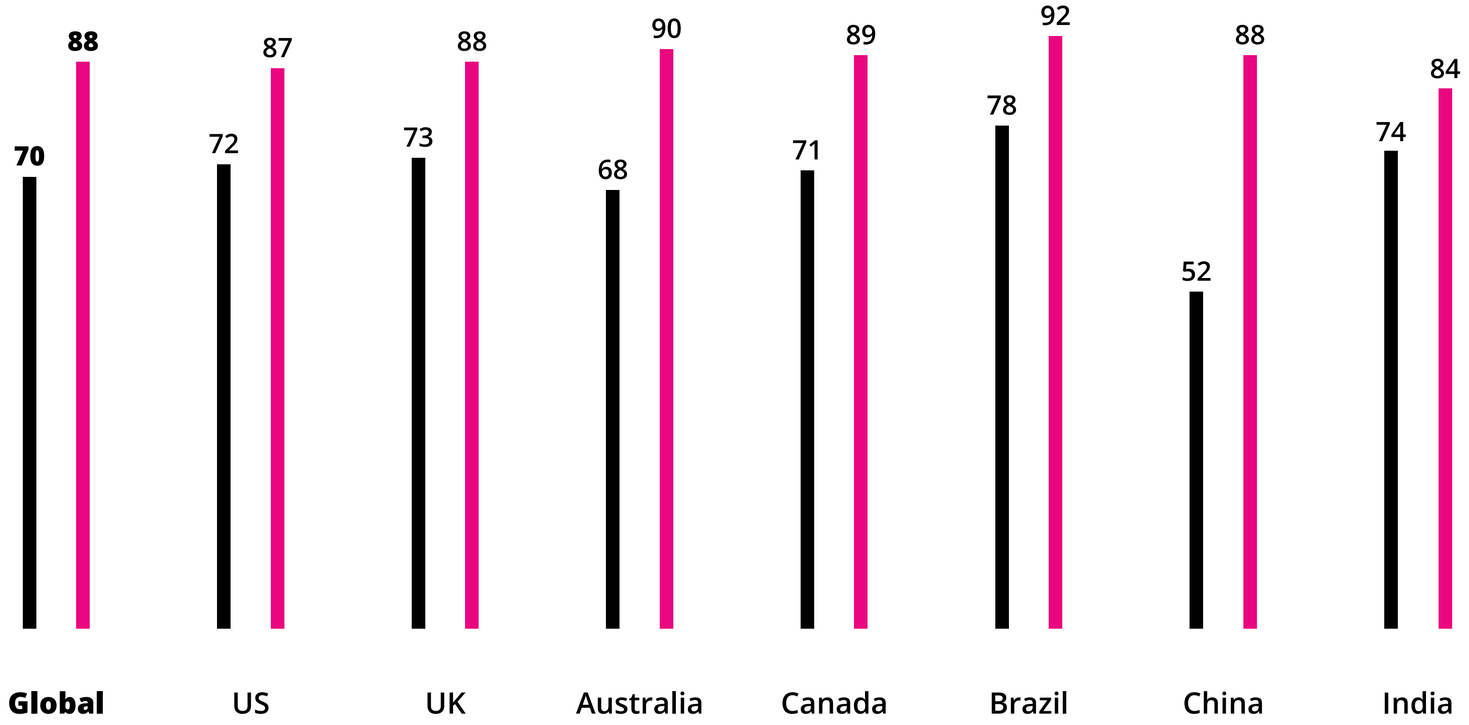
Thinking about technology and education today, to what extent do you agree that: (%)	Global	US	UK	Australia	Canada	Brazil	China	India
Not everyone has access to the technology that they need to learn effectively online.	**87**	84	88	88	89	90	85	82
The COVID-19 pandemic has made the digital divide more obvious between those who have access to technology for learning and those who don't.	**84**	83	83	85	84	90	80	83
Online learning will increase the inequality for those who can't access or afford technology.	**82**	79	81	83	81	87	78	83

Parents and students have a clear message: schools aren't doing enough to address inequality

Thinking about the future state of primary and secondary education, to what extent do you agree that: (%)

■ The COVID-19 pandemic will deepen inequalities among primary and secondary students.

■ It will be important for schools to do more to address economic and digital inequalities among students.



Globally, 70% of people believe the COVID-19 pandemic will deepen inequalities among primary and secondary students.

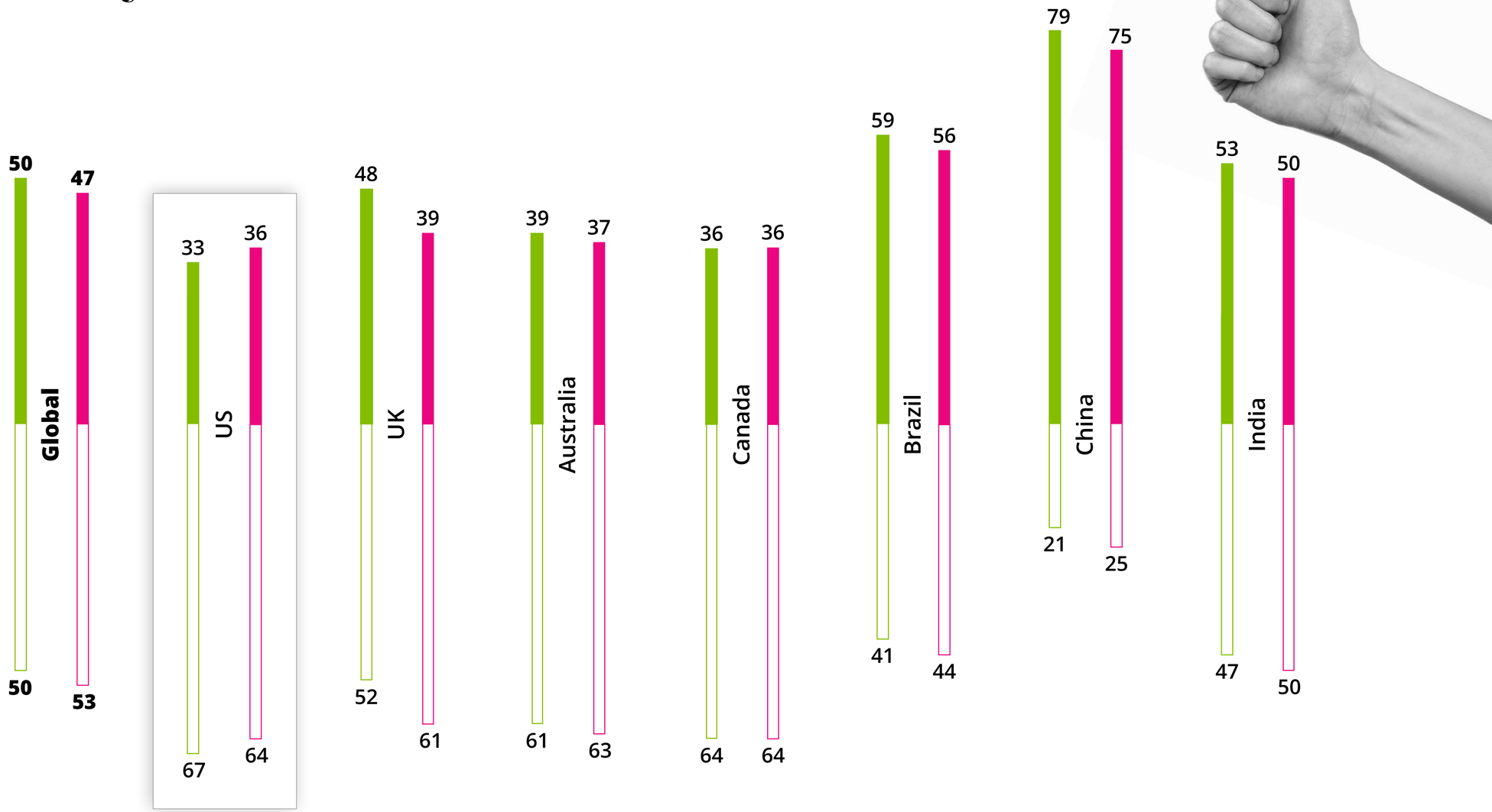
College and university is still seen as out of reach, especially in the US

2019 2020

Which of the following statements best reflects your opinion about colleges and universities?

College and university is getting more attainable for the average person.

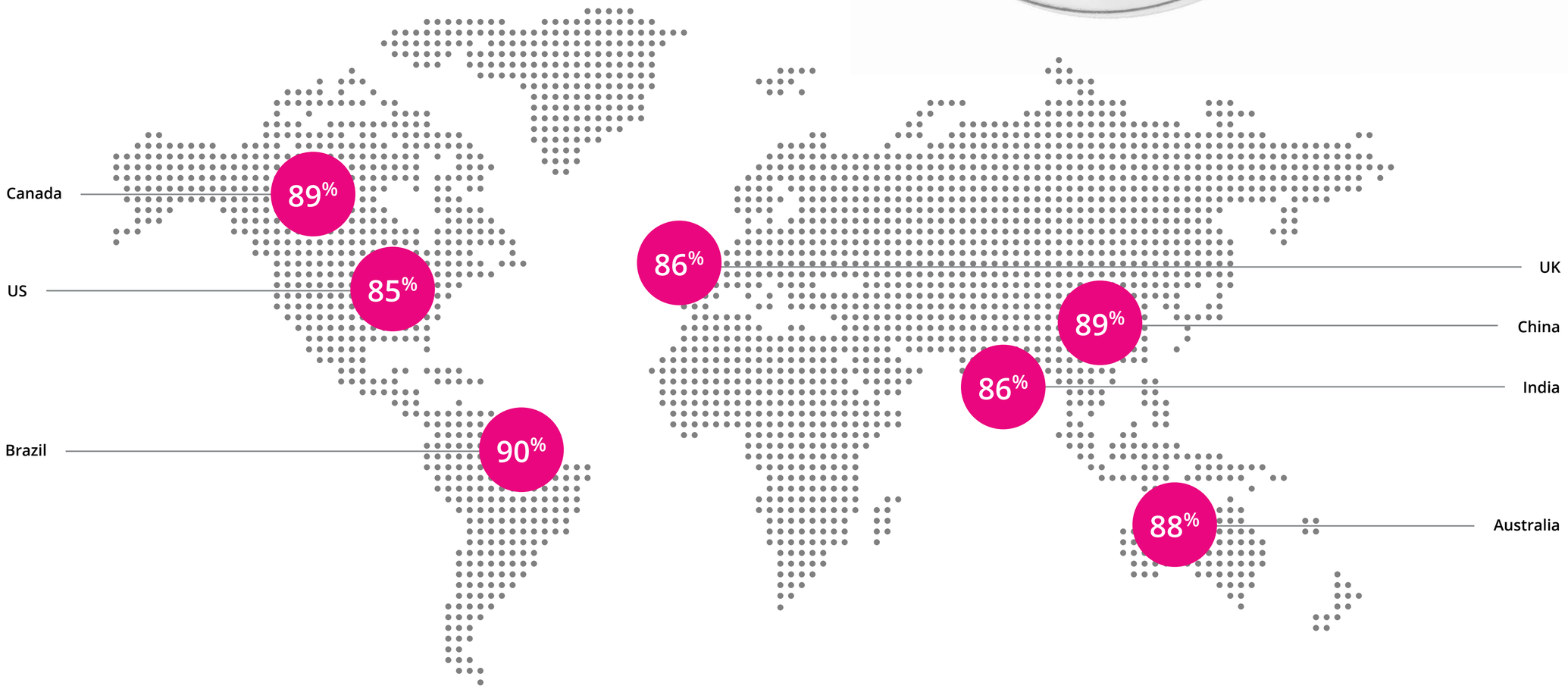
College and university is getting more out of reach for the average person.



In an uncertain time, people are seeking more control of their ongoing learning

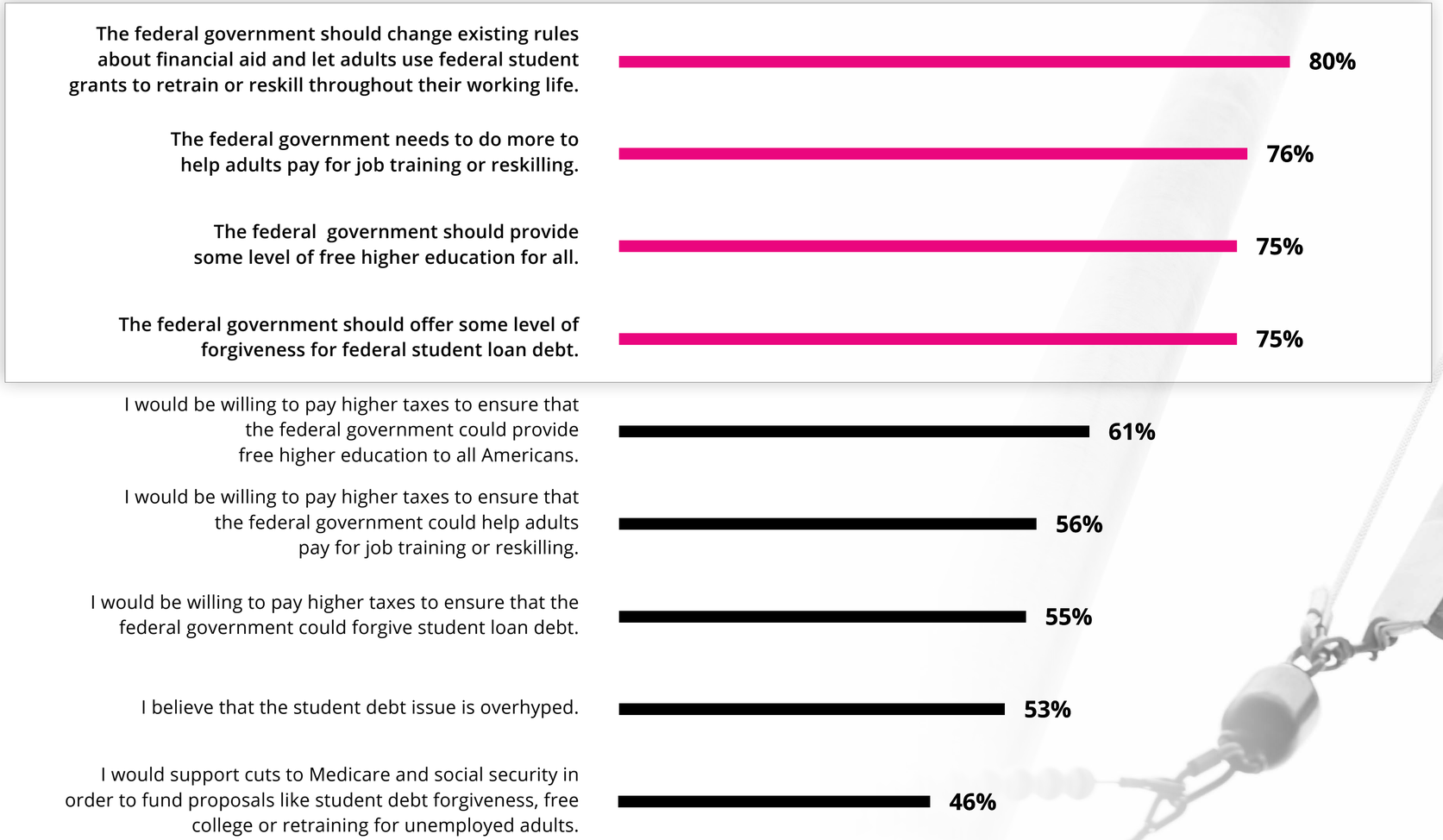
Thinking about how jobs and careers are changing, to what extent do you agree that people will need to take more responsibility for directing their own learning or upskilling for their job: (%)

Globally, 88% believe people will need to take more responsibility for directing their own learning or upskilling for their job.



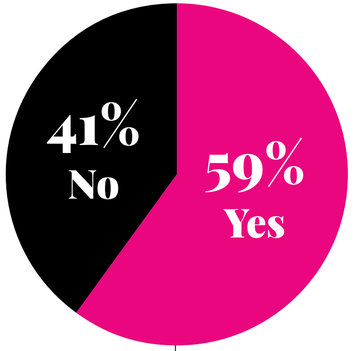
Americans expect the government to level the playing field for college students and those who are unemployed

Thinking about the role of the government in education in the US, to what extent do you agree that: (%)

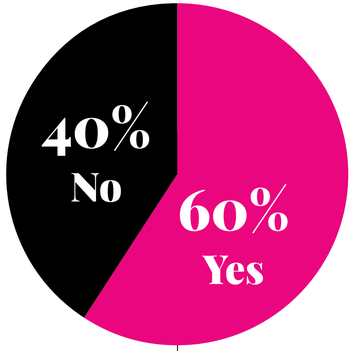


In the US, COVID-19 has shifted opinion on free college and debt forgiveness

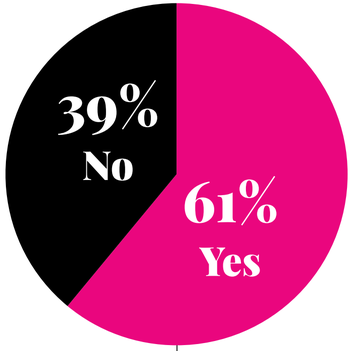
Pandemic shows America that college students need more financial help.



Some presidential candidates are offering proposals that would forgive federal student loan debt. Do you believe that it is realistic for the federal government to forgive student loan debt?



Do you believe that free higher education or student loan relief should be limited to middle or low income Americans?



Some presidential candidates are offering proposals that provide some level of free higher education for all Americans. Do you believe that is realistic for the federal government to fund free higher education for all Americans?

71% of people in the US agree that the COVID-19 pandemic made them more likely to support student loan relief or free tuition for college students.

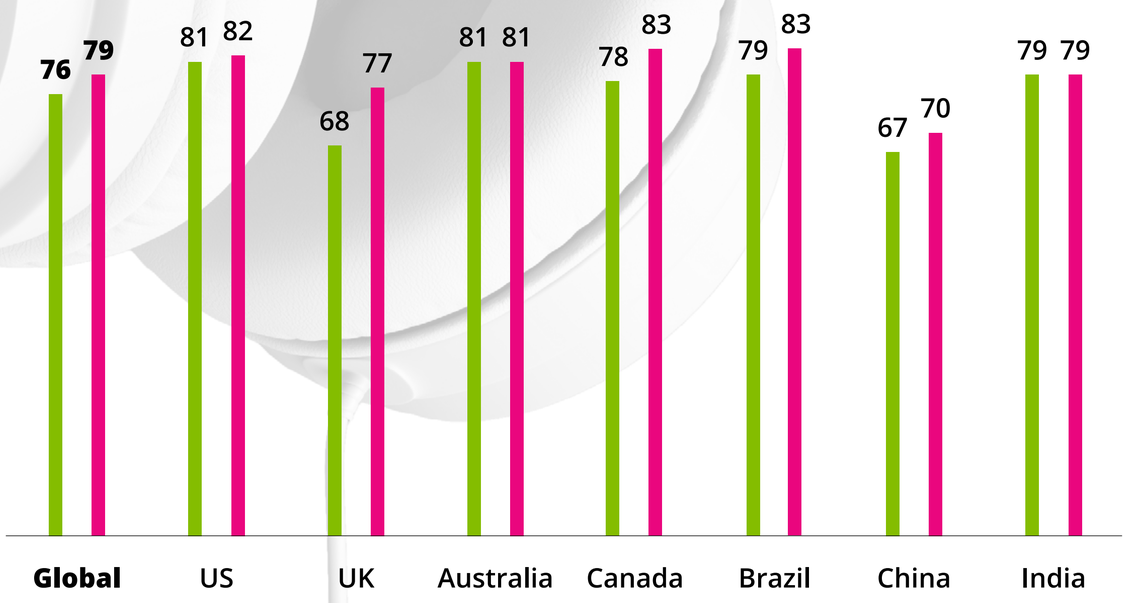
There is no unplugging from online learning

Despite well-publicized frustrations with online learning at the start of the pandemic, people see it as a permanent fixture in education. So if it's here to stay, they want a better experience.

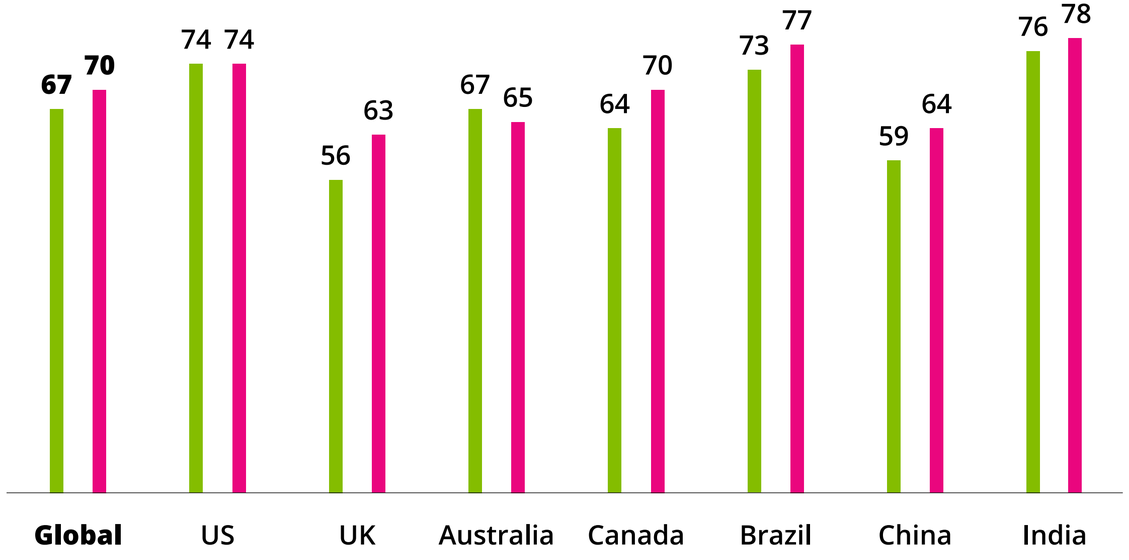
People predict more virtual schooling

Post-COVID-19, there were notable increases in the UK, Canada, China and Brazil.

Thinking about technology and education today, to what extent do you agree that: (%)



More college/university students will attend school virtually (online) vs. attending a traditional school within ten years.



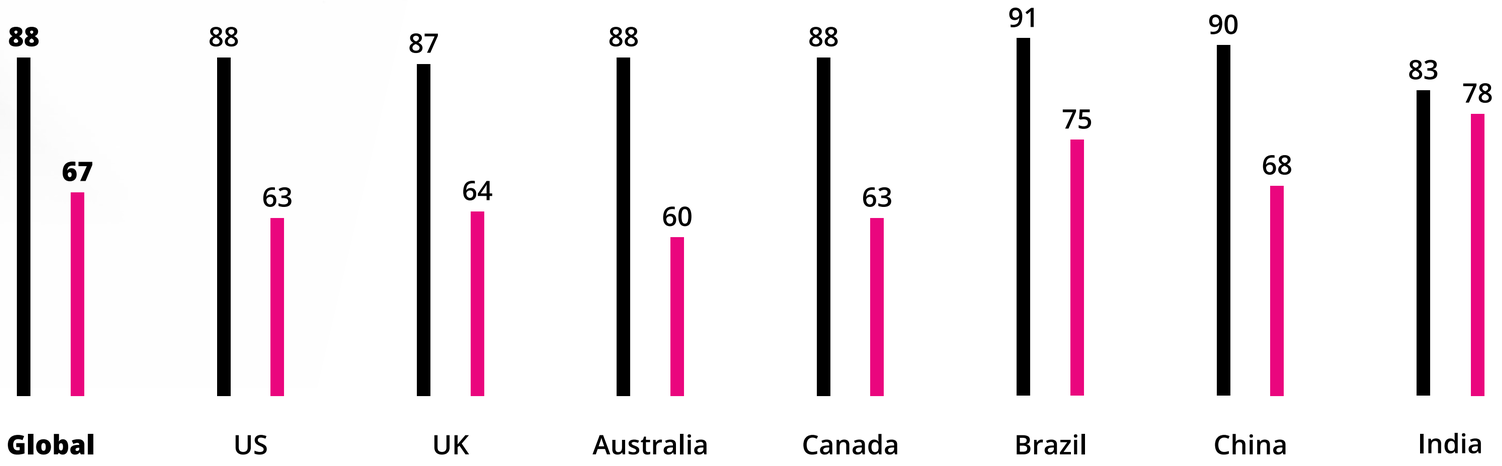
More primary and secondary students will attend school virtually (online) vs. attending a traditional school within ten years.

2019 2020

In a digital world, people believe education is behind the technology curve and they want it to catch up

Thinking about technology and education today, to what extent do you agree that: (%)

- Education should take advantage of technology to maximize the learning experience for students of all ages.
- Education institutions are less effective at using technology than other industries (such as healthcare or banking).



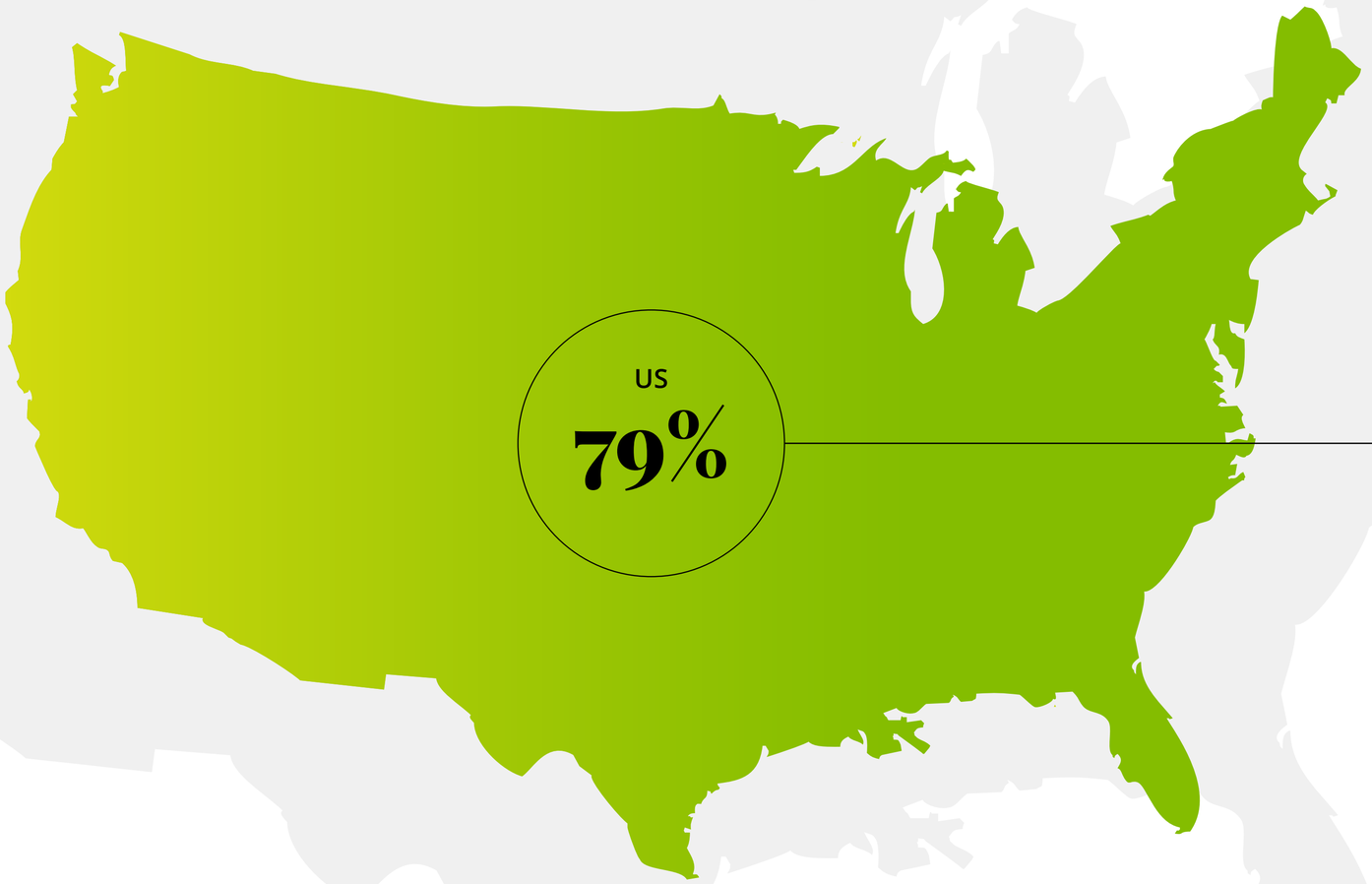
Tech as a basic right for learners: people want governments to do their part

People believe that governments should fund devices for underserved learners and also help schools prep for the switch to online.

If the government made more money available for public education in your country, how would you like them to prioritize that additional spending?	Global	US	UK	Australia	Canada	Brazil	China	India
Provide additional computers or technology for underserved learners (i.e. low-income, racial/ethnic minorities).	**40%**	**37**	30	**39**	**40**	**50**	**52**	**33**
Ensure that schools are better prepared to switch to online learning in the event of an emergency or another COVID-19 pandemic disruption.	**37%**	**32**	**36**	28	**34**	**40**	**47**	**45**
Provide more academic resources, such as books or tutoring.	**29%**	29	**27**	**32**	27	25	**42**	24
Provide more remote or online learning solutions.	**27%**	24	25	25	**29**	20	32	**32**
Pay increases for teachers.	**25%**	**34**	19	27	22	**44**	16	17
Hire more teachers at all levels.	**24%**	26	**31**	**31**	**29**	21	15	18
Hire additional non-teaching staff, such as academic counsellors or mental health professionals.	**22%**	24	23	24	28	16	21	19
Provide additional training for teachers in how to teach online.	**22%**	22	18	21	22	20	21	30
Refurbish building and facilities.	**17%**	14	20	16	15	24	14	17
Provide more non-academic resources, such as sporting facilities, in schools or universities.	**17%**	13	18	14	11	17	25	24

Americans want a better plan for online learning

Tired of the back to school uncertainty, Americans want their leaders to have more thorough plans for online learning.



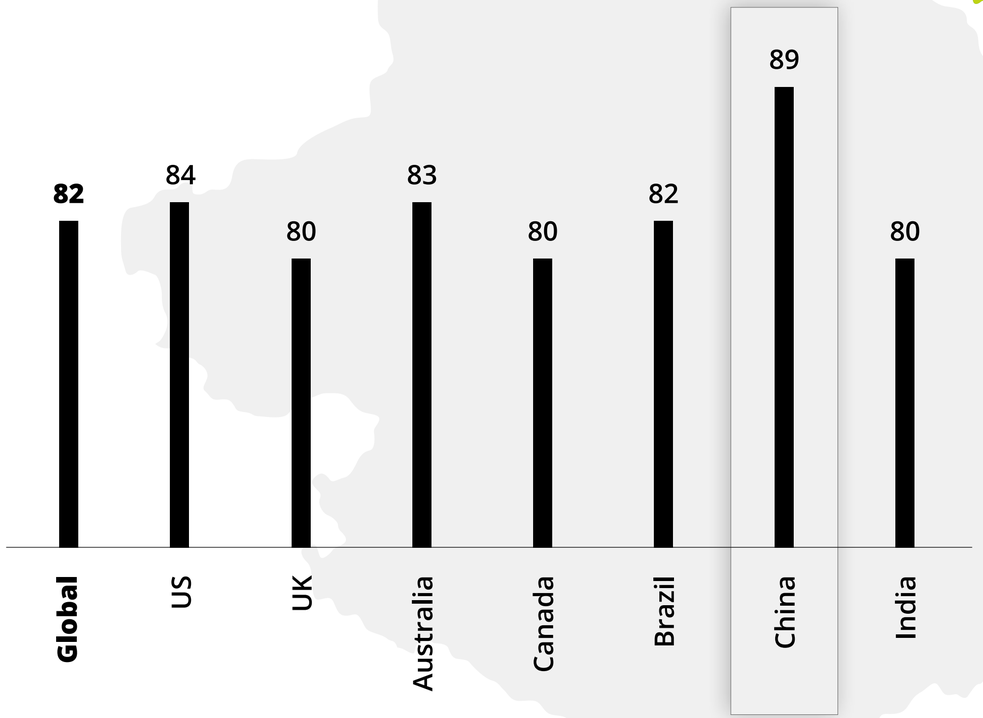
State and federal government should **do more to ensure schools, colleges and universities are more prepared to switch to online learning** in the event of an emergency or more COVID-19 pandemic disruptions.

People are getting schooled in digital skills

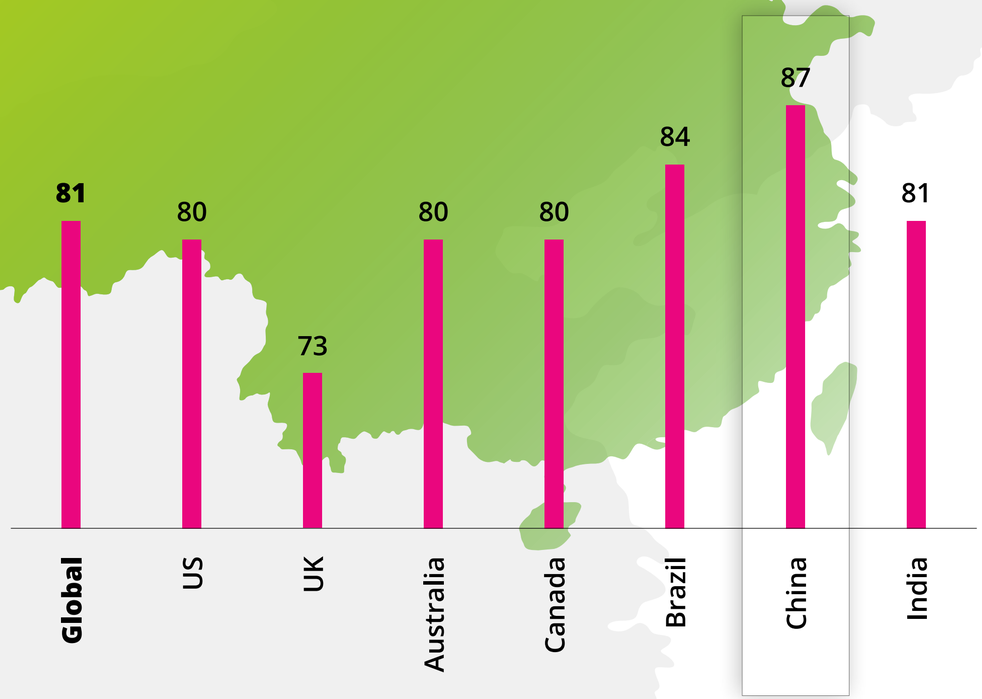
COVID-19 has fundamentally shifted how people view work and skills – for all ages. People are coming to grips with the fact that work is changing even more quickly than it was before and there's a palpable urgency to gain skills needed for employment in a digital world. It's also made people aware they have to prepare their children for a future full of digital work.

China leads the way in anticipating the post-pandemic job market

Thinking about how jobs and careers are changing, to what extent do you agree that: (%)



New jobs and skill-needs will arise as a result of the COVID-19 pandemic.



In the future, more people will have side hustles (gigs) in addition to their primary job.

In a tough economy, professional skill building is the chief goal of most people

While learners want to be well-rounded people, they also need practical and pragmatic outcomes from education.

What are the top outcomes that an education should provide to students? *Select up to 3.*	**Global**	US	UK	Australia	Canada	Brazil	China	India
To have a better life.	**44**	41	41	39	41	50	46	50
To gain professional skills.	**44**	45	42	46	51	41	48	31
To feel confident in their abilities.	**37**	32	43	43	40	23	45	34
To progress in career.	**36**	35	36	33	32	40	35	38
To create well-rounded citizens.	**33**	30	38	35	32	38	31	24
To earn more money.	**20**	28	20	18	25	12	11	24
To earn a degree or complete a certification.	**19**	21	15	20	23	23	18	14
To be seen as knowledgeable about particular subjects.	**17**	15	16	16	15	22	19	19
To build professional networks.	**15**	14	10	16	15	21	10	16
To feel up-to-date.	**13**	9	10	12	8	12	28	14

COVID-19 is pushing people to take stock of their lives and careers

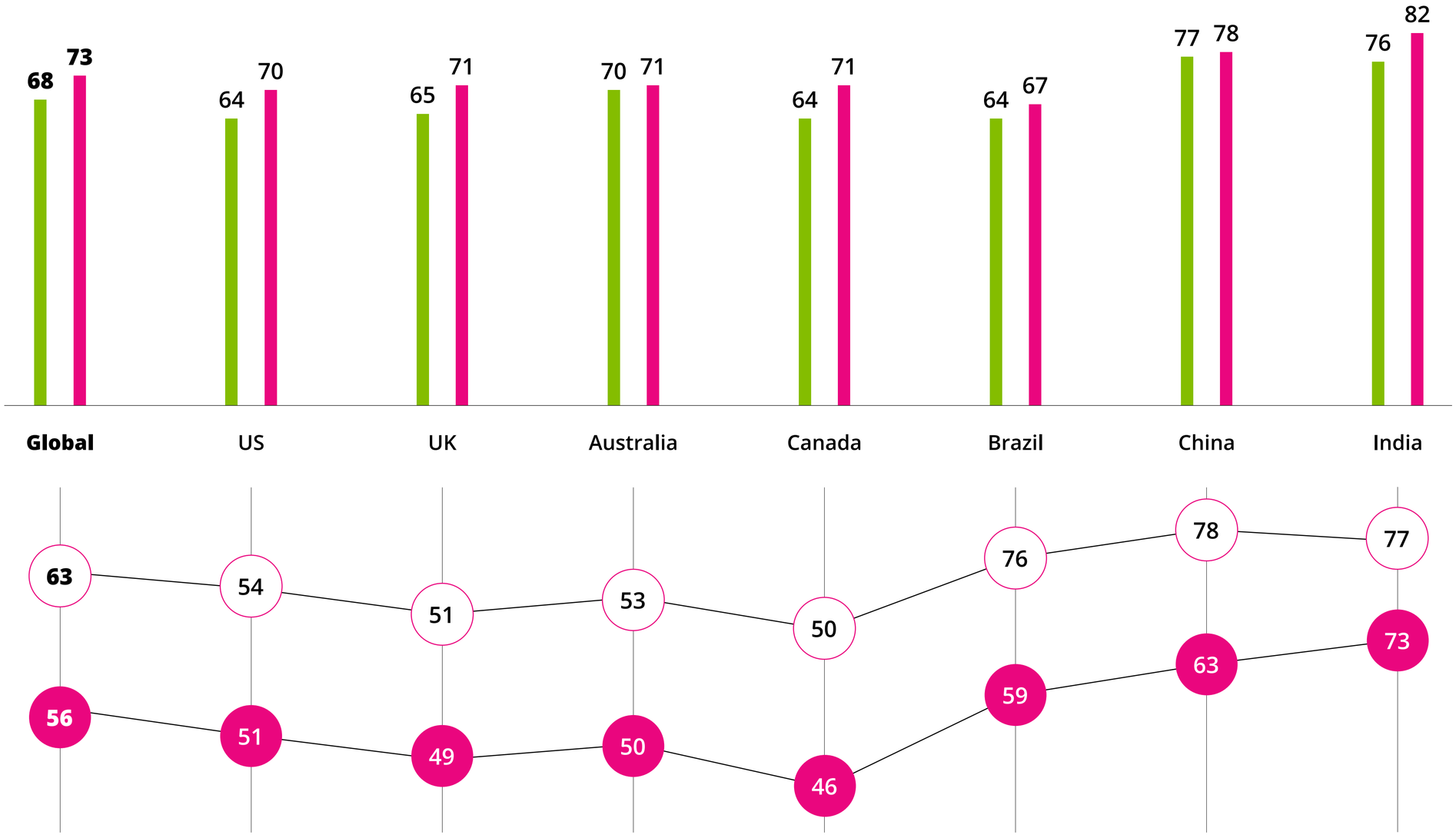
Thinking about your personal development and career path, to what extent do you agree that: (%)

2019 2020

The notion of working for one employer for your entire career is old fashioned.

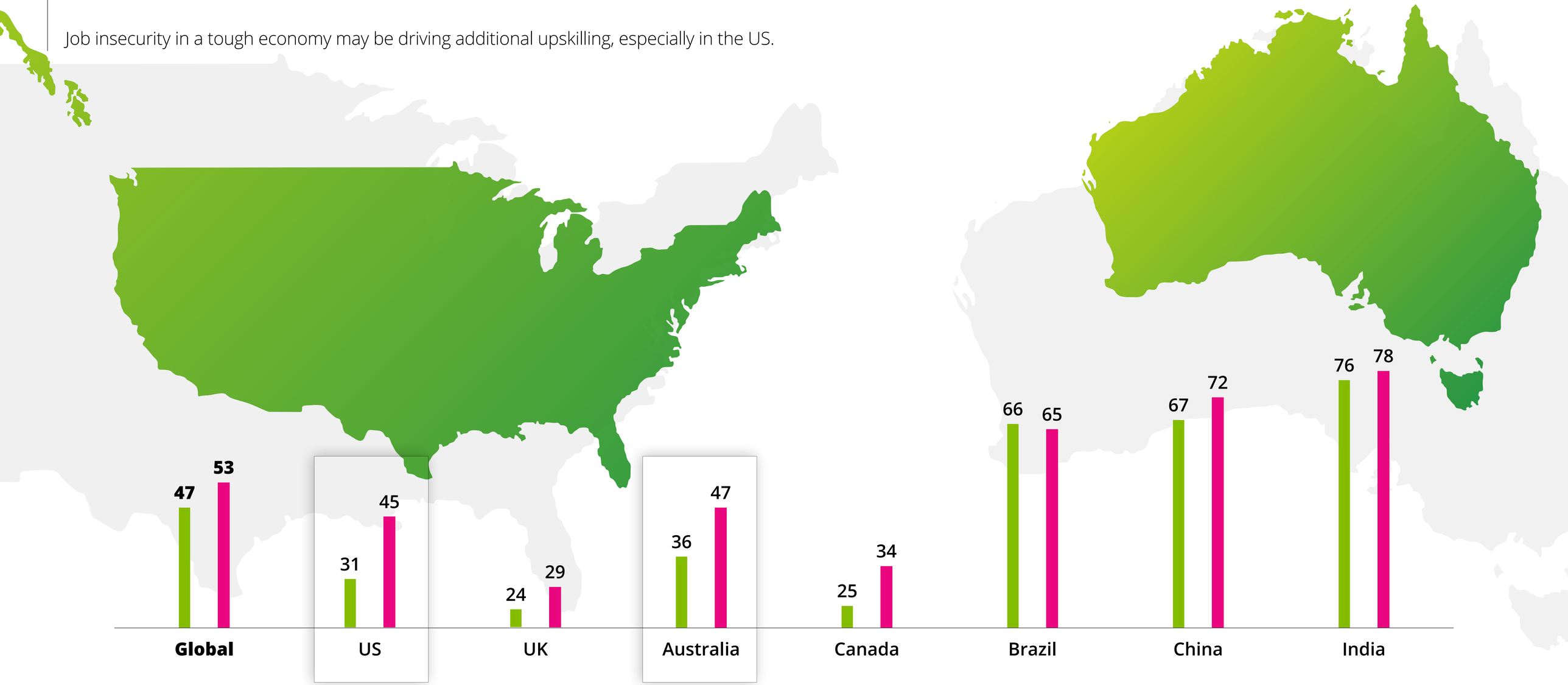
The COVID-19 pandemic has made me rethink my career path.

I'm worried that I may have to change industries or career fields because of the COVID-19 pandemic.



The need for upskilling is surging in the US and Australia

Job insecurity in a tough economy may be driving additional upskilling, especially in the US.



Upskilling driven by uncertainty across markets

Keeping up with new skills is a universal need, especially given technology changes and job insecurity.

What caused the need for further education? (Among those employed who found themselves in need of further education)	**Global**		US		UK		Australia		Canada		Brazil		China		India	
	2019	**2020**	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
I realized there were skills I needed that I hadn't learned in school or college.	**44**	**46**	35	41	24	29	38	38	33	36	47	54	58	53	45	52
I was required to use a new form of technology or a new software in my job.	**39**	**41**	33	39	28	30	34	29	36	28	37	42	47	48	44	49
A new regulation, procedure or rule changed my job.	**30**	**27**	23	26	29	17	25	20	26	27	25	24	36	33	36	32
I was promoted to a more senior role.	**26**	**25**	30	29	18	23	15	20	16	20	21	17	29	27	37	34
I decided to change careers.	**20**	**25**	33	23	20	27	24	32	16	25	19	22	11	16	25	33
Some parts of my job were automated.	**23**	**24**	21	21	24	16	14	22	18	16	21	25	26	28	30	29
I became concerned about the possibility of losing my job.	-	**26**	-	22	-	29	-	30	-	21	-	25	-	27	-	29
I lost my job.	-	**10**	-	11	-	10	-	17	-	8	-	8	-	4	-	13

The US is closing the upskilling divide with China and India

In 2019, far fewer people in the **US** were taking on career training. Now, Americans are keeping pace with **China** and **India** by embracing short courses and self-directed learning.

What kind of training did you undertake? (Among those employed who took a training program)	**Global**		US		UK		Australia		Canada		Brazil		China		India	
	2019	**2020**	2019	**2020**	2019	**2020**	2019	**2020**	2019	**2020**	2019	**2020**	2019	**2020**	2019	**2020**
I took a course or short training program offered by my employer, a professional association or a bootcamp.	**48**	**46**	41	50	51	36	46	34	33	37	45	47	57	56	48	45
I found free information/training on the internet and self-taught.	**44**	**44**	42	44	30	32	33	36	35	34	46	47	50	52	50	48
I enrolled in a professional certification program.	**35**	**37**	28	37	25	26	28	38	19	27	26	29	56	47	36	41
I used a self-directed paid subscription service like LinkedIn Learning, Master Class or Babbel.	**-**	**33**	-	37	-	35	-	32	-	24	-	20	-	36	-	43
I enrolled in a university-level degree program.	**29**	**26**	25	26	17	18	19	30	18	20	21	16	38	28	41	36
I didn't do anything to further my knowledge or skills.	**5**	**4**	12	2	5	5	7	6	6	11	2	3	5	4	2	2

Work in a post COVID-19 world: offices are *out* and tech skills are *in*

Thinking about how technology affects the way people work today, to what extent do you agree that: (%)	Global	US	UK	Australia	Canada	Brazil	China	India
The skills people need for work are different than five years ago because we are now using more technology in our day-to-day work.	**87**	87	88	87	87	89	89	83
Because of the COVID-19 pandemic, more people will telework permanently rather than work in an office.	**82**	83	84	82	84	81	80	76
The COVID-19 pandemic has permanently changed the way people work.	**77**	79	83	80	80	81	59	82
Teleworking during the COVID-19 pandemic has taught me that working remotely requires different skills than working in an office.	**77**	74	69	76	74	86	84	79
I'm more likely to work remotely in the future because of the COVID-19 pandemic.	**71**	67	64	67	65	74	82	80

Digital skills are now on par with soft skills

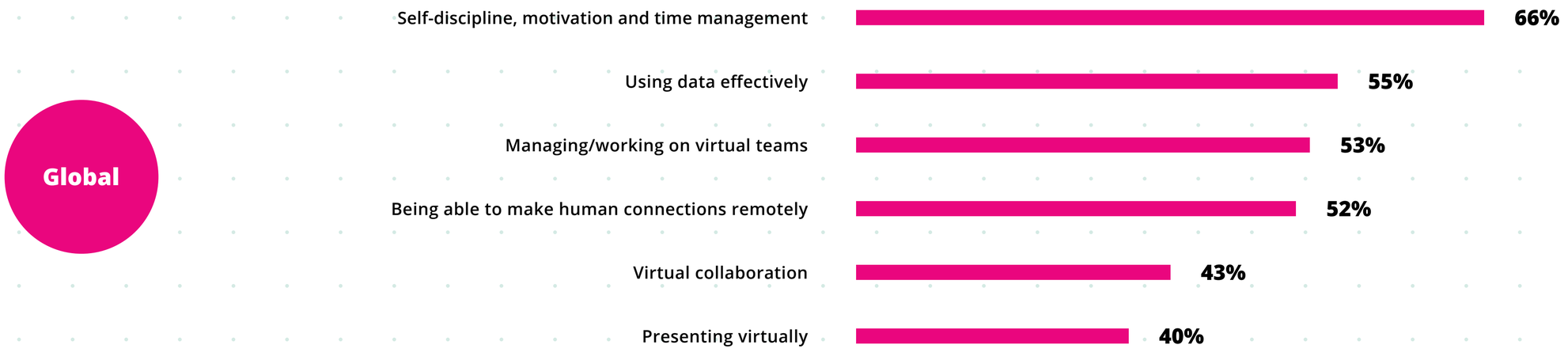
People know they need to be more human on a screen.

Thinking about how jobs and careers are changing, to what extent do you agree that: (%)	**Global**	US	UK	Australia	Canada	Brazil	China	India
People will need to develop more of their soft skills, such as critical thinking, problem solving and creativity.	**89**	90	85	91	91	91	90	86
People will need to develop more digital skills, such as virtual collaboration, virtual communication, analyzing data or managing remote teams.	**89**	**86**	**88**	**91**	**89**	**91**	**89**	**87**
People will need to be comfortable working in a highly digital environment, regardless of what kind of job they have.	**87**	84	86	91	87	88	88	83

Working digitally means working differently

People need help managing themselves better, along with the distractions and the isolation of remote work.

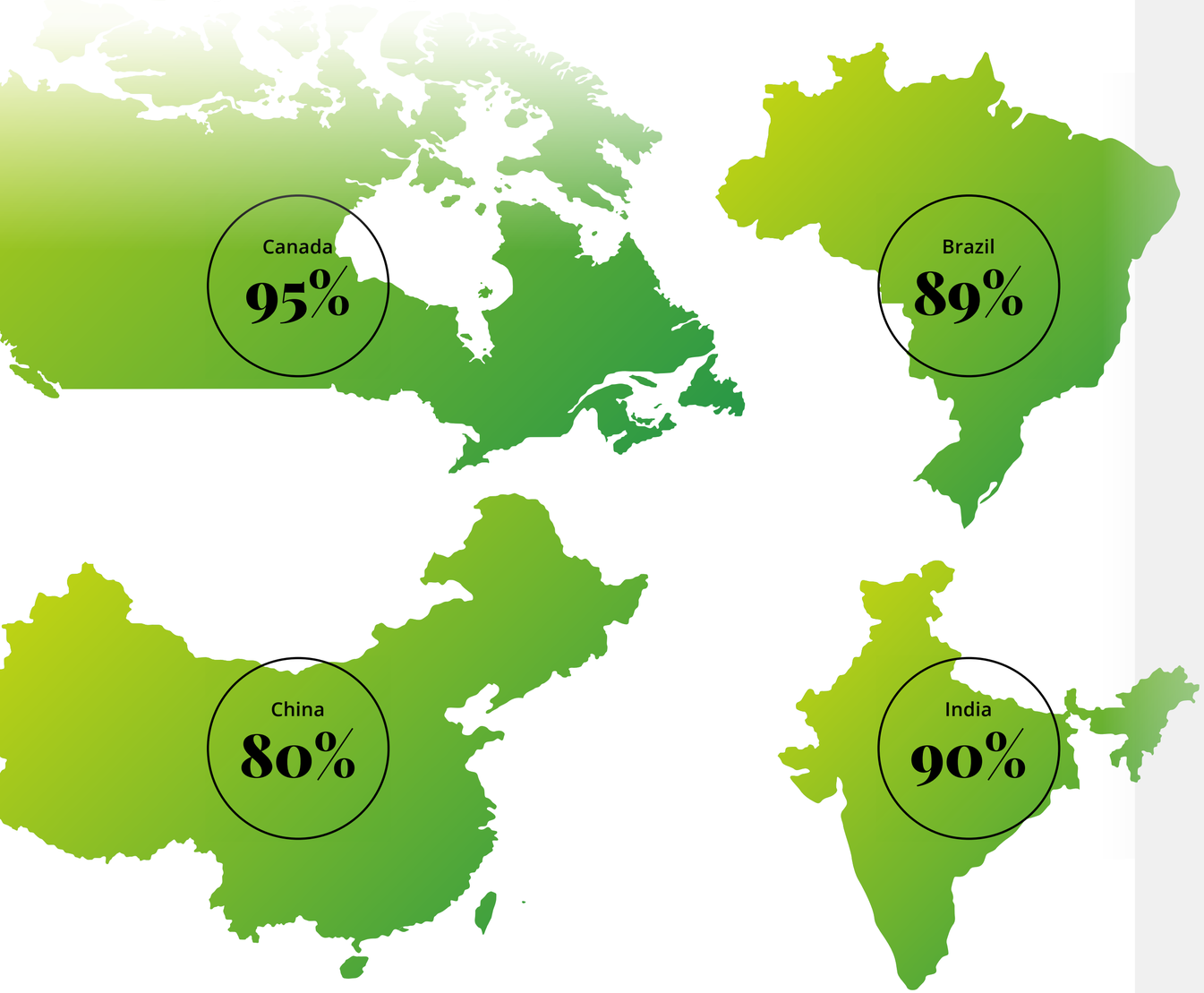
When you think about skills needed for the future of work in a technology-driven economy, what skills do you think will be most important? (%)



	US	UK	Australia	Canada	Brazil	China	India
Self-discipline, motivation and time management.	64	58	69	72	67	68	60
Using data effectively.	53	53	56	56	53	65	51
Managing/working on virtual teams.	53	49	52	56	63	47	52
Being able to make human connections remotely.	52	46	53	51	58	56	51
Virtual collaboration.	46	40	45	49	48	35	42
Presenting virtually.	41	37	40	41	44	29	46

English is the gateway to working globally from anywhere

How important is it for you to be fluent in English? Very + somewhat important (%)
(Asked among non-English speaking countries)



Why is it important for you to know English?
It's a critical skill for...
(Asked among non-English speaking countries and respondents who think English fluency is important)

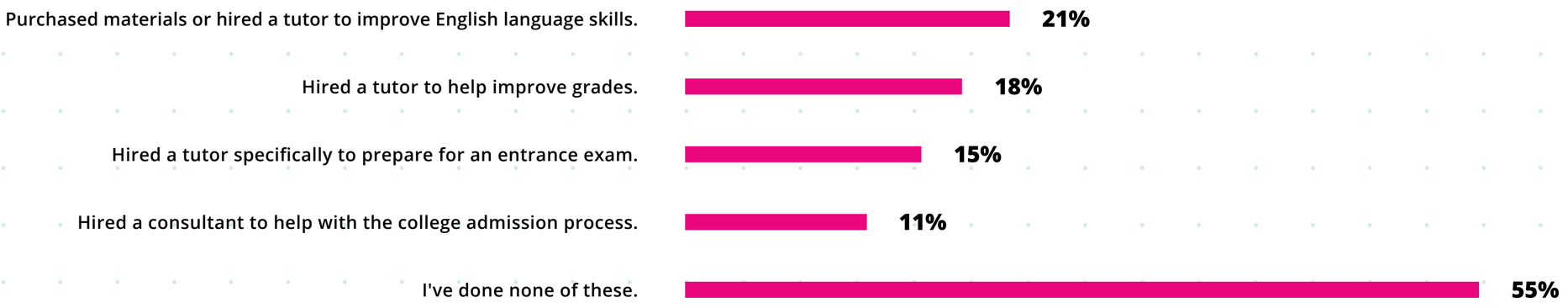
	Canada	Brazil	China	India
Communicating with colleagues and customers around the world.	51	58	52	55
Being able to work for international companies.	37	64	42	51
Being able to travel freely.	37	54	44	40
Working abroad.	27	53	26	47
Studying abroad.	20	46	30	40
Remaining employable in a difficult economy.	41	33	32	29
Working in my country.	53	22	19	35
Participating in global entertainment (music, movies, etc.).	26	34	29	32
Keeping my current job.	36	19	19	33
Being seen as being educated.	28	26	17	34
Studying in my country.	38	12	19	29
Getting a Visa.	15	18	18	26

Extra credit: a growing number of people are boosting their child's chances for success

The **US and Australia** saw a jump in the number of people supplementing their child's education.

Have you ever done any of the following to help a child or loved one prepare for college? (%)

Globally in 2020

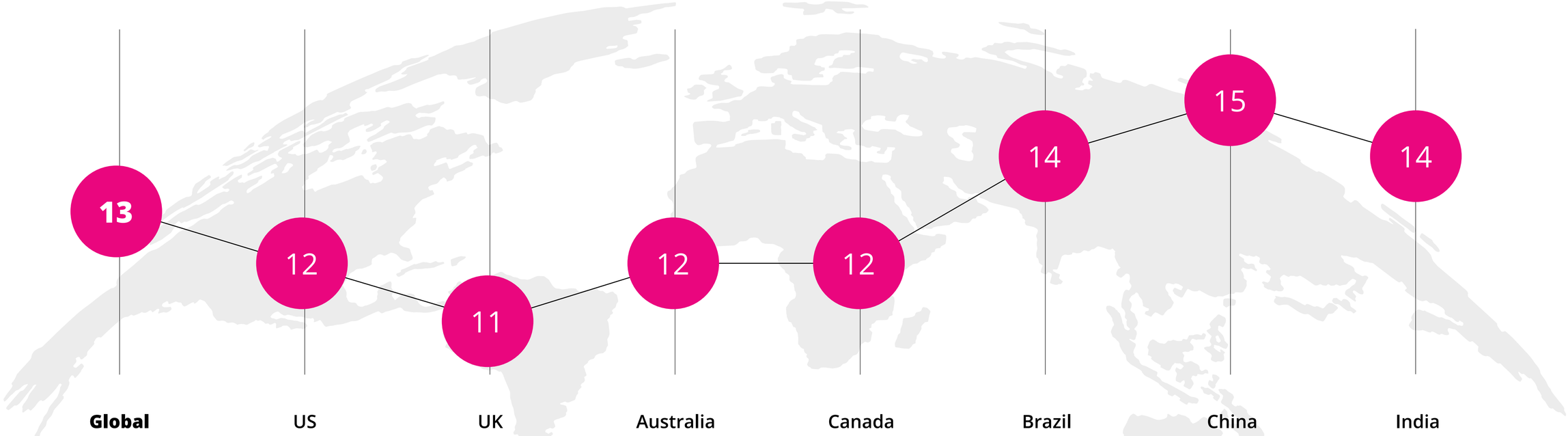


	US		UK		Australia		Canada		Brazil		China		India	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Purchased materials or hired a tutor to improve English language skills.	13	21	14	13	10	17	8	11	24	23	36	38	40	43
Hired a tutor to help improve grades.	16	22	9	13	14	21	14	17	18	19	28	31	28	40
Hired a tutor specifically to prepare for an entrance exam.	13	17	9	13	8	14	7	10	16	15	17	20	34	36
Hired a consultant to help with the college admission process.	10	16	7	9	6	12	7	9	10	8	11	16	27	30
I've done none of these.	67	56	68	64	72	62	72	68	52	57	36	32	20	19

There is an urgency to ensure young people learn career skills early

People want career skills taught as early as 11 years old in some countries.

At what age should young people start to learn some basic skills that will help them in their future careers? (Showing Mean Age)



School gets real: people want more practical and career skills alongside academic subjects

Thinking about what is taught in your country's primary education system, to what extent do you agree that: Primary education should... (%)	Global	US	UK	Australia	Canada	Brazil	China	India
Begin to teach basic technology skills that will help students live and work in a digital environment.	**88**	89	88	91	89	89	86	84
Begin to teach some basic level of skills that will be useful in the workplace, such as teamwork and communication.	**87**	89	88	91	91	90	79	82
Be focused on teaching young people fundamental academic subjects like reading, writing and math.	**87**	88	88	91	91	85	87	81
Begin to teach practical life skills like personal finance, budget management, cooking, etc.	**83**	87	82	85	87	87	76	79
Include some basic level of career exploration.	**81**	88	73	83	84	87	71	81
Be focused on preparing students to eventually attend college or university.	**75**	80	63	74	79	81	69	76

Thinking about what is taught in your country's secondary education system, to what extent do you agree that: Secondary education should... (%)	Global	US	UK	Australia	Canada	Brazil	China	India
Teach skills that will be useful in the workplace, such as teamwork and communication.	**91**	91	92	93	92	94	89	85
Help students with career exploration.	**90**	91	92	94	92	93	85	83
Do more to increase digital skills that will help students live and work in a digital environment.	**90**	90	89	92	89	93	89	84
Do more to teach students practical life skills like personal finance, budget management, cooking, etc.	**89**	90	91	93	93	91	83	81
Be focused on teaching foundational academic subjects.	**87**	90	87	89	89	86	84	83
Be focused on preparing students to eventually attend college or university.	**84**	83	77	84	85	90	84	81

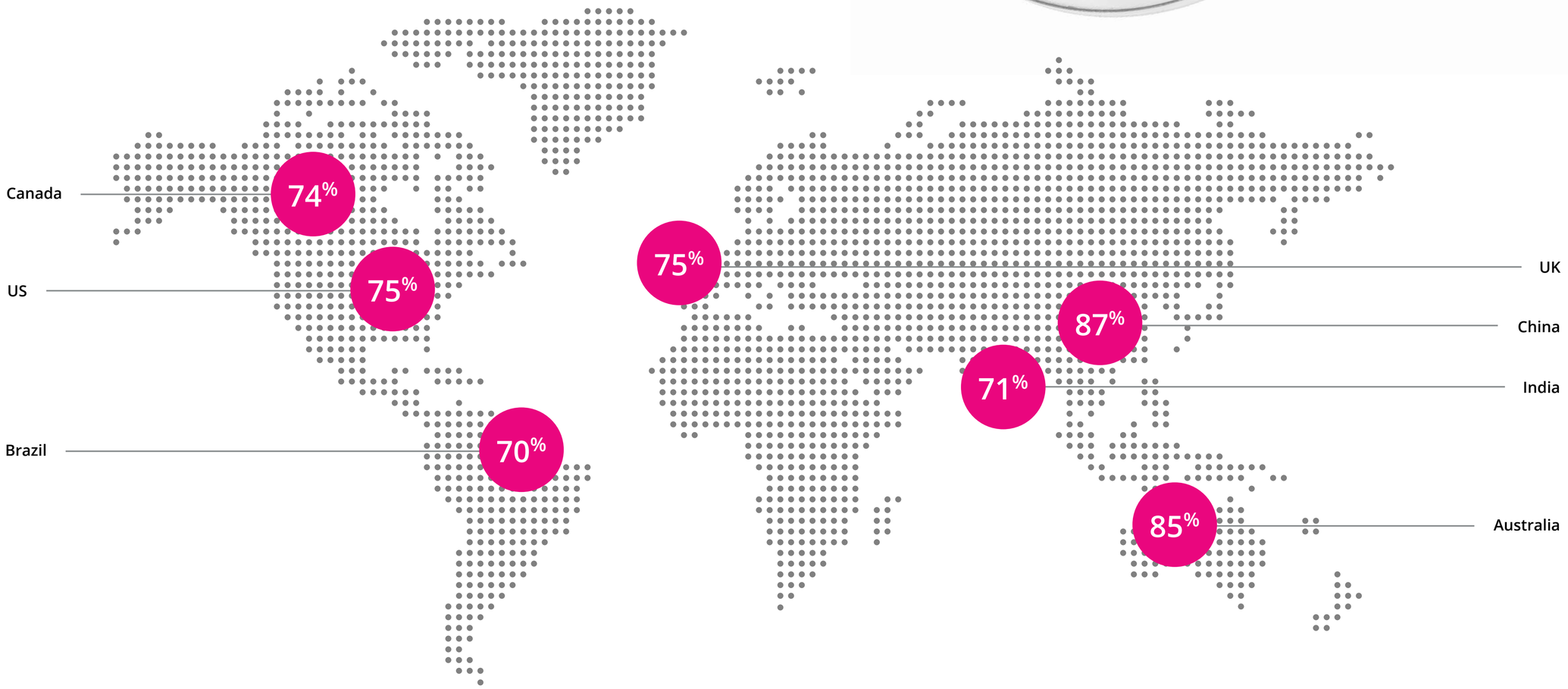
Universities can be the recovery engine for our economy

People still see higher education as a major driver of personal progress, meaning higher education has a real opportunity to help people get back to work and become more economically resilient.

People value the role higher education plays in the global economy

Thinking about the current state of higher education, to what extent to you agree that reopening universities is vital for a healthy economy and open society? (%)

Globally, 77% agree reopening universities is vital to the economy.



People are conflicted: they value higher education but are skeptical about safety in the COVID-19 era

Globally, 87% agree that colleges and universities need to adapt faster to the needs of today's students.

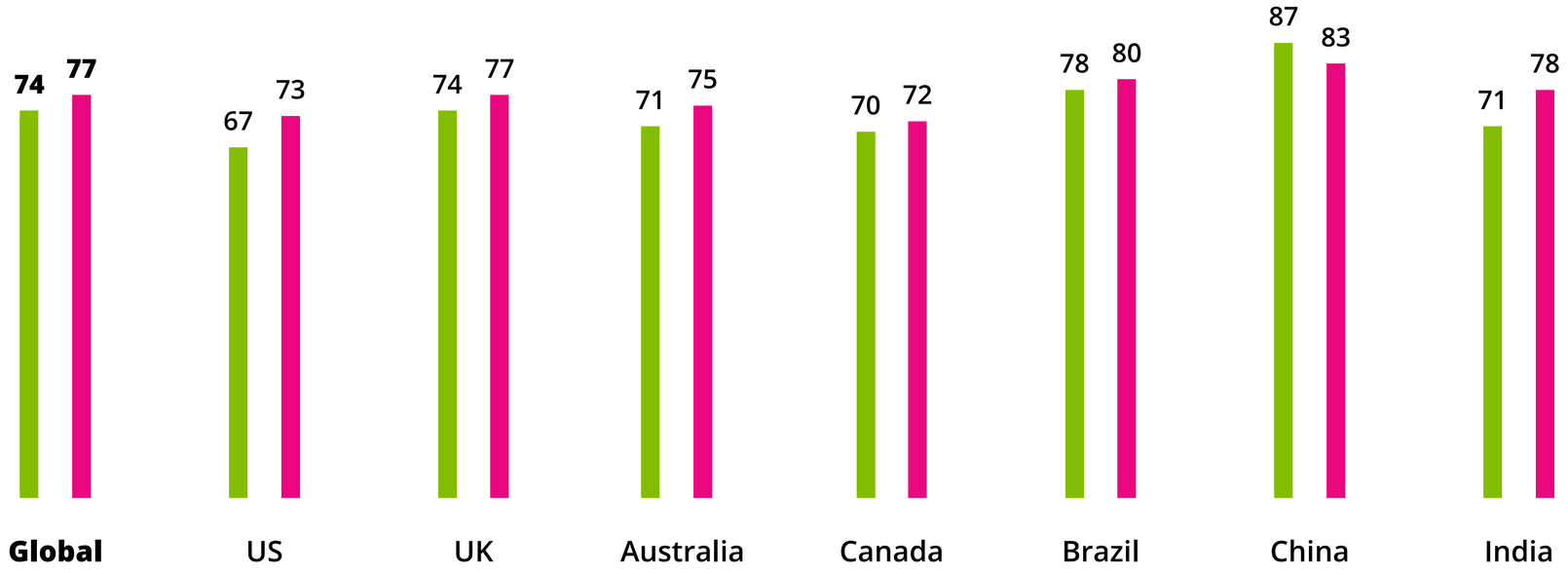
Thinking about the current state of higher education, to what extent do you agree that: (%)	Global	US	UK	Australia	Canada	Brazil	China	India
Colleges and universities need to adapt faster to the needs of today's students.	**87**	86	88	87	86	91	89	84
Students can still have a good university experience if some classes are held in person and some are held online.	**84**	87	84	86	86	79	84	81
Colleges and universities are risking the lives of students by reopening in the fall.	**62**	64	61	52	55	70	54	75
Colleges and universities were prepared to respond to the COVID-19 pandemic.	**55**	50	49	58	46	34	86	64

Universities can—and must—focus more on adult students

2019 2020

Thinking about the current state of higher education, to what extent do you agree that: (%)

Colleges and universities focus too much on young students and should offer better options for working adults.

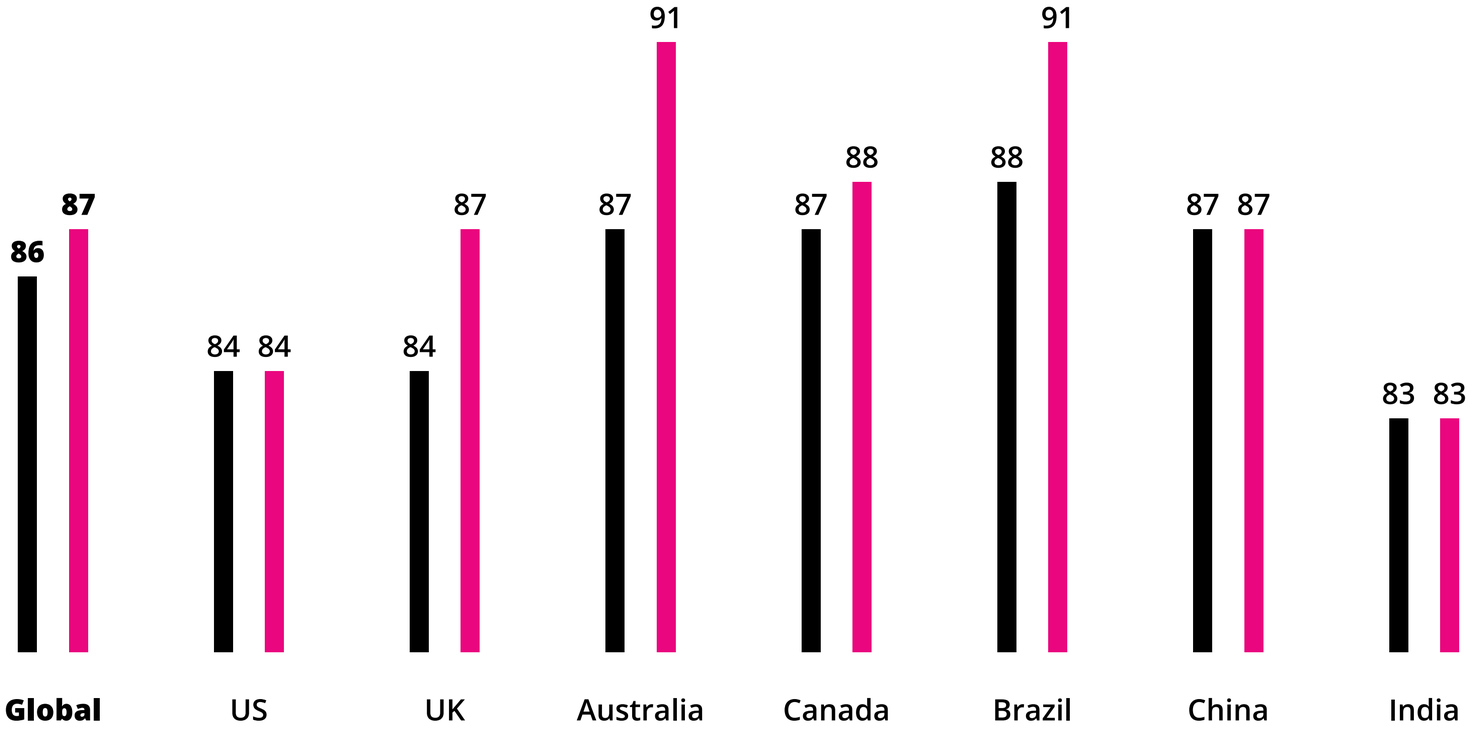


In a COVID-19 devastated economy, people expect universities to step up and help those without jobs

Thinking about how colleges and universities are preparing students today, to what extent do you agree that: (%)

■ Colleges and universities need to do more to help retrain or reskill unemployed workers.

■ Colleges and universities should offer shorter courses or lower cost options to help those who are unemployed.



Universities beat out employers as the best place to develop soft skills

Thinking about soft skills like teamwork, critical thinking and communication skills, where is the best place for people to learn these skills?	Global	US	UK	Australia	Canada	Brazil	China	India
During their schooling, especially during college or university.	**44**	**44**	**38**	**44**	**42**	**54**	**37**	**46**
On the job.	**32**	30	38	30	34	18	50	27
On their own, through self-teaching.	**17**	16	14	16	15	23	11	23
I don't know.	**7**	9	10	9	9	5	2	4

During the course of your career, if you needed to build additional STEM or technical skills, where would you go to learn these?	Global	US	UK	Australia	Canada	Brazil	China	India
I would seek out classes or formal training from a local educational institution (university, community college, etc.).	**47**	**50**	**36**	**45**	**52**	**49**	**50**	**50**
I would seek out training from a professional organization.	**40**	33	31	37	34	48	48	46
I would try to self-teach through books or online instruction.	**38**	36	28	32	31	38	52	48
I would seek out training through my employer.	**33**	31	36	33	37	20	33	37
I wouldn't know where to go for STEM or technical training.	**9**	11	15	13	11	6	3	5

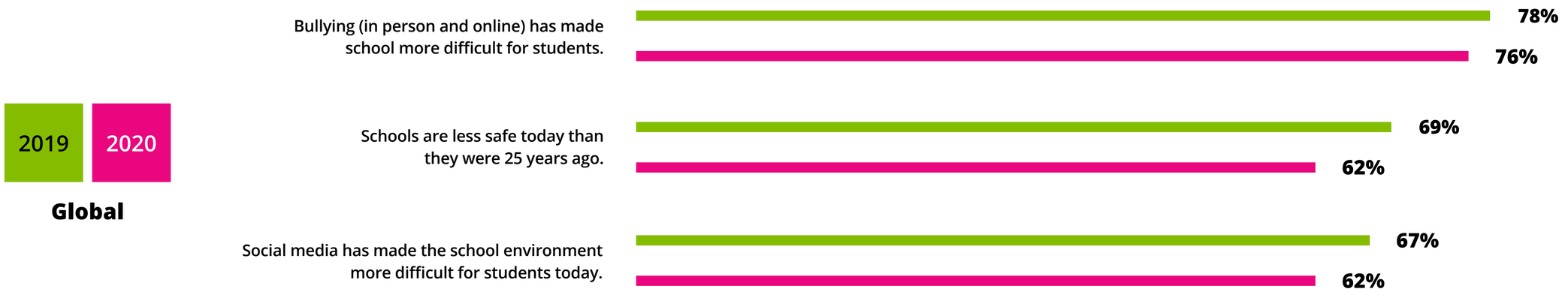
During the course of your career, if you needed to build additional soft skills like leadership, critical thinking or communication skills, where would you go to learn these?	Global	US	UK	Australia	Canada	Brazil	China	India
I would try to self-teach through books or online instruction.	**42**	**41**	**30**	**35**	**39**	**48**	**53**	**48**
I would seek out classes or formal training from a local educational institution (university, community college, etc.).	**41**	39	32	36	39	43	48	47
I would seek out training from a professional organization.	**37**	34	26	35	33	42	45	43
I would seek out training through my employer.	**37**	38	44	40	42	23	34	38
I wouldn't know where to go for soft skills training.	**9**	9	13	14	11	4	4	5

School feels safer at home

The security of home has been a comfort for everyone during the pandemic. There are fewer concerns about school safety and more support for social media as a learning tool.

Bullying still weighs on learners even as learning moves online, but overall safety concerns are less of an issue

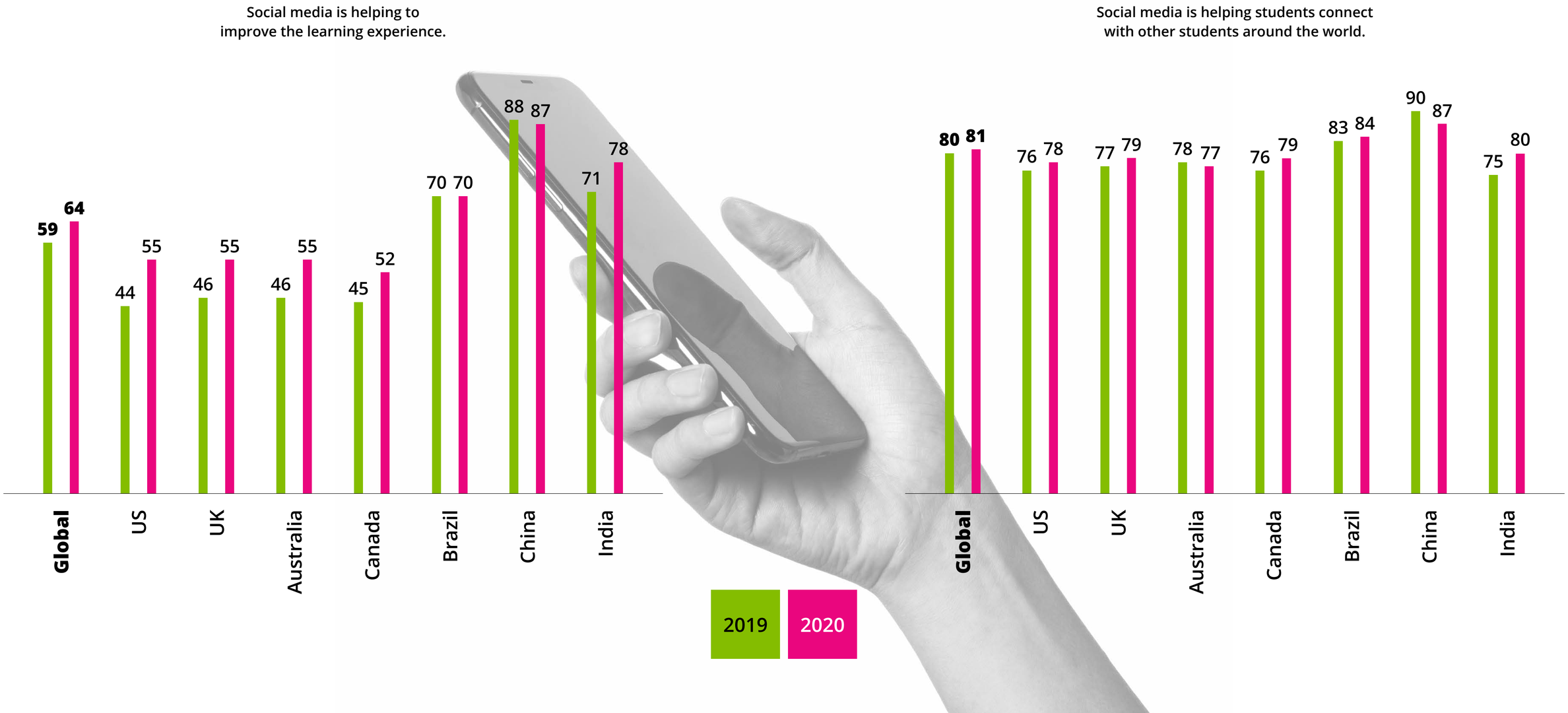
Thinking specifically about primary and secondary education in your country, to what extent do you agree that: (%)



	US		UK		Australia		Canada		Brazil		China		India	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Bullying (in person and online) has made school more difficult for students.	84	82	84	79	88	83	85	82	75	75	64	59	66	70
Schools are less safe today than they were 25 years ago.	84	76	71	60	68	62	72	62	80	74	48	43	59	59
Social media has made the school environment more difficult for students today.	76	69	77	71	79	72	74	69	56	50	45	45	63	58

Social media has become a lifeline for isolated learners

Thinking specifically about primary and secondary education in your country, to what extent do you agree that: (%)



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