

STUDENT FEEDBACK SUMMARY REPORT MAY 2026

What You Told Us About Microsoft Teams & Class Technology



Thank You!

Thank you to everyone who completed the survey – we had a strong response rate (approx. 65%). Your feedback has been thorough, constructive, and incredibly helpful as we continue improving how classes are delivered at Carey.

Here's a snapshot of **what you told us and what we're taking forward**.

What's Going Well

✓ Most students are up and running

- Almost everyone has activated their Carey Microsoft account
- Most students are successfully joining classes live or watching recordings

✓ Big improvements in audio & accessibility

- Audio quality (live and recorded) rated very highly
- Distance students feel **far more included**
- Recordings, transcripts, and captions are super helpful in Teams

✓ Flexibility matters

- Being able to pause, replay, speed up, and watch on mobile devices is highly valued
- Many students appreciate having learning fit around work and life
- Most students are aware of and read/scan the weekly newsletters.

What's Been Tricky

✦ Finding things

- Recordings and the **Recap feature** can be hard to locate
- Some class links weren't obvious early on
- It's not always clear where slides or resources live

✦ Multiple platforms & accounts

- Switching between personal/work Microsoft accounts can be confusing
- A proportion of students don't check their Carey email accounts at all. (we send key institutional information to this account).

✦ Cameras & class flow

- Cameras don't always follow the speaker smoothly
- Lecturers are still getting used to the technology 😊

What We're Working On Currently....

Your feedback has been really helpful to help us understand what's working and what isn't so well – and identify priorities going forward. Here is what we are doing:

- Clearer guidance on:
 - Where to find key elements (incl: class Teams links, recordings, powerpoints etc)
 - Setting up Auto forward of email (from Carey to personal)
 - Switching Microsoft accounts
- Improving camera behaviour and consistency (trailing new cameras)
- Making CareyOnline ↔ Teams links consistent and easier to navigate

Helpful Things You Can Do Right Now

- **Email forwarding:** Many students forward Carey email to their personal inbox — we'll share instructions with student shortly.
- **Read the existing TipSheets provided.** We will ensure these are all available on CareyOnline so you can access them easily. This is new for everyone, and many of the challenges are covered in existing student TipSheets.

Final Word

We heard loud and clear that:

You are telling us that you appreciate the changes and increased functionality AND that there are a few areas where things are tricky — we are committed to tweaking and ensuring we provide clear information and support to improve your experiences!

Thank you for your grace, your honesty, and valued feedback as we build a better learning experience and environment together!

Rob Ayres (Academic Director 15 May 2026)