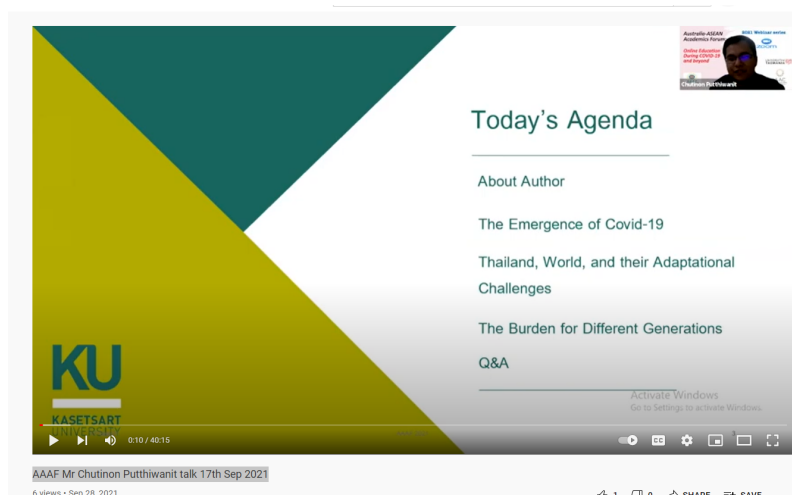


## Australia-ASEAN Academics Forum: Online Education during COVID-19 and Beyond

AAAF Mr Chutinon Putthiwanit talk 17th Sep 2021

Transcript



Thank you, and the final part will be talking about the burden for the different generation, and of course, in term of the generation like baby boomer, we call the person who were born in 1940. And later generation, we have generation x who were born during the end of 70s and the beginning of 80s, and for me, generation y, we were born during the 80s and the beginning of 90s. And later on, we have generation z who are our university student nowadays, or some of them are the first people seeking for the job in this industry. And finally we have generation alpha, who were born from 2011 forward. So, in this presentation we will see how each generation interact with this situation, and I try to collect some information from colleague interviews and also from the student in the evaluation system. Because in [X] university we have a computer system that students can provide that feedback after their midterm and again after the final examination. So in every single semester we will try our best to listen, to meet student needs and try to meet them in the middle of the road in case that there is some miscommunication or misunderstanding.

And what we have found so far, of course we don't have much problem with the same, like gen x, but or even, gen y. I used to teach older people or teach someone who just a few years younger than me. But what happened now in Thailand, and maybe we have gotten some feedback from other countries as well, that why generation z is so difficult to teach. And this is based on many discussion in the academy role. For me, I have been working in the academia quite long, I think around 10 years already. But anyway, in the past, I have included the time that I've been abroad in many countries in Asia or in Europe. And of course I have worked as the assistant lecturer as well. And from that kind of experience, we have found out that the different type of age and different type of generation, the way that they try to learn from our curriculum or any textbook is totally different from the past compared like 10 years ago.



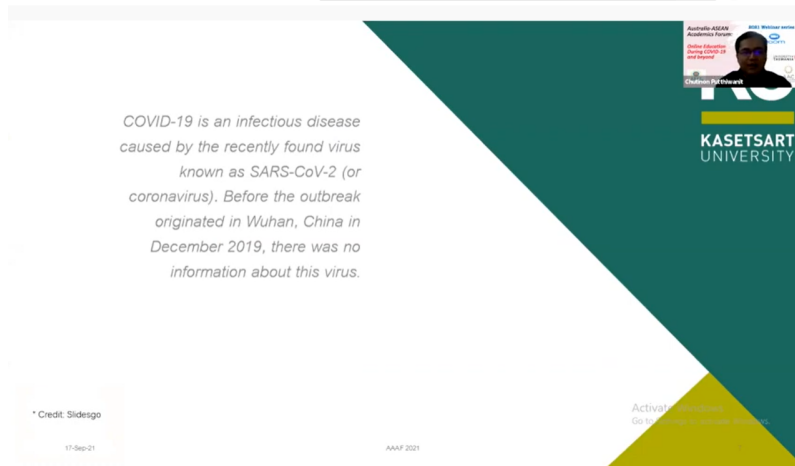
And even compare nowadays, I think I have to use several method and try to use some adaptive strategy to understand student more. Basically, the emergence of the COVID in Thailand, we have, as I mentioned earlier, we have the situation quite up and down. I came to [X] university in 2020. During that time, luckily the number of the infection is so low, I mean, less than one thousand per day, or maybe a couple hundred. And even during that time, we will mention that we have best practice in preventing COVID. But unpredictably, we cannot deal with the COVID delta which originated in India. And for that kind of COVID delta, spread is so fast in Thailand, and of course it make the number of the infection in Thailand increase to so high, especially by the beginning of the 2021.



So, this is one of the excerpt that I took from my favourite movie, because when I talk with the student and especially during this COVID situation, many students feel so down, especially for the freshmen. They don't have any chance to meet new friends in in the actual situation. Everything we have to do we have to do, like opening ceremony for the freshmen, online, and everything 100% online. We cannot really have a group discussion or playing game together. Many students, I have talked to them and they said that they feel so depressed. And some of them, at first they decided to stay in the dormitory, in campus dormitory. But after the outburst of the third wave of the COVID-19 in Thailand, many of them seem, they have known that okay, I can't study online. Why bother coming to the campus anymore. Why should I have to spend more expenses on the dormitory and for the food consumption and etc.

So many students, especially freshmen, they decided to go back to their hometown. And it means that during nowadays, in [X] university, as in [x] campus, we have less students staying on campus. And quite terrible for us as well because I have to understand every single tool for teaching online. So every time I feel bad, and when the students feel bad I tell them that okay, you have to try to be positive. Sometimes something bad time is like a lesson learned for us, and if you have learned something it can be better for the future. But if we give it up in the beginning, so therefore if we have something worse than this, maybe you cannot tolerate it or bear it anymore. Of course, for me,

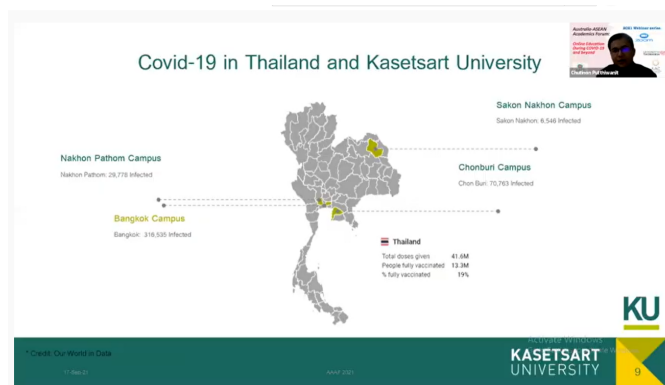
generation y, during 2003 we have faced the problem of the SARS in the eastern Asia, like in Hong Kong or China and also Thailand, also affected by the SARS virus. And who knows, almost 20 years later, now we have COVID again. So, in the next 10 or 20 years, so we don't know exactly what else is going to come to us. So we have to be brave, and of course we have to teach our students to be brave as well.



This one is like some basic introduction about COVID that happened in Wuhan, China.



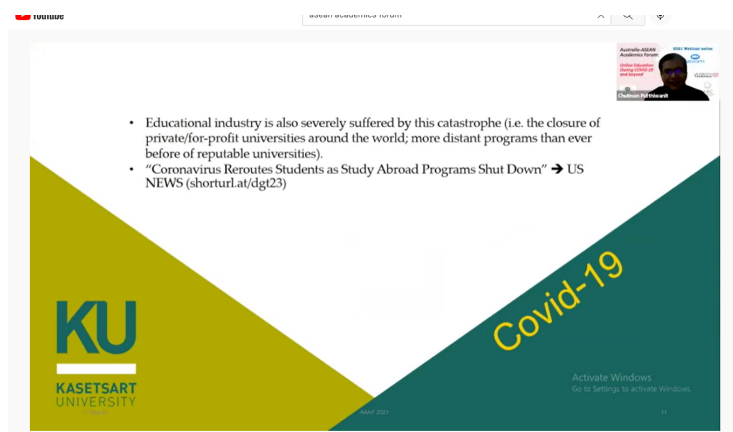
And of course, nowadays, many people in Thailand and in other countries, they have been vaccinated. For me, I have been vaccinated, two doses already by Astra Zeneca. But for the third dose which will come in October, we will be offering by either Moderna or Pfizer. We should a different type of the vaccine to create more antibody in our body.



Regarding [X] university in Thailand, we have four campuses and the total student, we have around 80,000, and we have around in total 4,000 professor and lecturer. In Thailand we, the campus that we have is the main campus in Bangkok. And in Bangkok, the situation is getting worse because we have more than 300,000 people get infected. We have [x] on camups as well which also suffer by the infection rate of the 29,000 people. In Chonburi, we also have [x] university, Chonburi campus. And in Chonburi now we have more than 70,000 people infected. And luckily, I stay in the north-eastern part of Thailand, secondary campus, we have around 6,000 infected only. And most, I can say most of the people in my area now, especially the lecturer, we are vaccinated. So we do hope that in the future, less people and less people will get infected, and in the future, the student can come to study with us.



So, what happened with the COVID and how it affect us? In this aspect, I try to, I have tried to talk about the case in Thailand and how the world has been affected by these catastrophes.





First of all, in Thailand or any part of the world, we have been affected, especially in the educational industry. In Thailand, we are one of the biggest tourism industry in the world, and mainly our GDP have been borne by that industry. However, after the COVID happened, Thailand has to be locked down several times. Traveling abroad or welcoming tourists are almost impossible.

For the educational system in Thailand, no matter what you are, in the primary school or high school or even a university level, disregarding you are a bachelor, master or PhD student, nowadays we have to study 100% online. And even for my case, if I would like to discuss with my student regarding his or her seniors project, I cannot simply allow them to come to my office. We have to do everything online, and editing their work, and check back and forth again and over again. Compared to the past, thing was much easier, but nowadays everything is totally online and we have to adapt so bad.

And how about the other country? Because in Thailand, especially the younger generation, generation z, they complain about the vaccine because this thing that, okay, they prefer the vaccine from Moderna or Pfizer rather than Sinovac from China, which is quite strange, because this kind of the vaccine can prevent you from COVID somehow. But for the people in the generation in Thailand, I don't know whether it's the information they have received or not. In Thailand, people from generation x or y like me, we don't care much about what vaccine or what brand we will get. But for the generation z, they prefer that they want to get just two brand, and if our student, they don't want to have the vaccine, how can they come to our campus, while 100% of the lecturer here, we have been vaccinated.

So this is some discrepancy between lecturer and student regarding the vaccination. When we discuss it, when we're discussing about the COVID topic. How about the other country? As I mentioned earlier in in my abstract, and of course in the application that have been submitted for the presentation, not just only Thailand have been affected by this.



Educational strategy industry, like in USA or in the other part of Europe. For me, I am now PhD candidate. But it impossible for me to stay abroad in Europe due to the high infection rate of COVID-19. And for the educational industry, I have asked many friends in Europe, especially for the international student. They said that they have to come back to their hometown and they have to relocate to their dorm. For me, nowadays I have to discussion my dissertation paper with my professor via online only, and even for the defence, if possible I have to defence online. And I don't know if, for the graduation ceremony, I have to do it online or not. So, anyway, whatever happened, I have to accept it. This one picture is quite sad. It happened in Harvard, with the student, especially

Chinese students, they have to relocate from their dormitory and go back to their country. So, this kind of situation affect us all, no matter what we study in any part of the world, how reputation of that university or regardless of the race we are in. No matter what we are, white, black or any other race. We have been all, let's say, democratically and equally affected by the COVID-19. So, this is one thing that we have to learn and adapt for the future.



For the teaching, in the past I have never ever used this kind of tools at all. But nowadays, in every single class, I have to tell the student that okay, instead of face-to-face communication or even teaching in the class doing group discussion together, which should become harder for us since I am come from the management field. And in the management field, we have so many business tools that students have to understand. First of all, basic support analysis, that a student have to analyse what is the strengths or weaknesses, opportunity or threats, obstacle from the organization. But if I have to do it online, I cannot really see it one by one who analyse it, not correct or incorrect, but I have to understand if they analyse it logically or illogically. Nowadays, we have moved to use Loom, another type of the educational program like zoom. And we have, alternatively we have google meet and Cisco WebEx.

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GE and Technical Subject

| ชื่อวิชา                         | ปี<br>เรียน | จำนวน<br>เปิดรับ | จำนวน<br>ลงทะเบียน |
|----------------------------------|-------------|------------------|--------------------|
| Economics for Better Living (43) | 1           | 265              | 228                |
| Economics for Better Living (43) | 2           | 220              | 172                |
| Economics for Better Living (43) | 3           | 265              | 224                |

| ชื่อวิชา                             | ปี<br>เรียน | จำนวน<br>เปิดรับ | จำนวน<br>ลงทะเบียน |
|--------------------------------------|-------------|------------------|--------------------|
| Resource Management in Business (46) | 1           | 36               | 36                 |

| ชื่อวิชา                       | ปี<br>เรียน | จำนวน<br>เปิดรับ | จำนวน<br>ลงทะเบียน |
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| Business Systems Analysis (46) | 1           | 40               | 7                  |

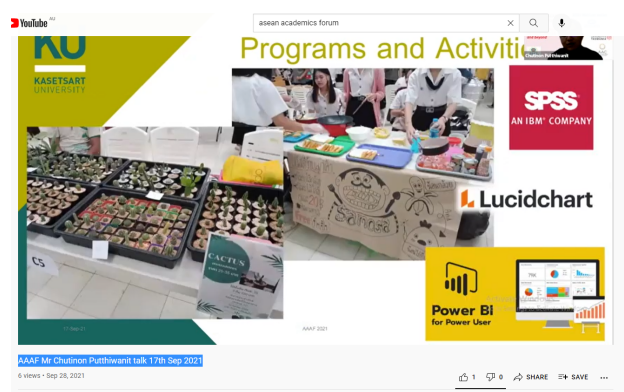
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|---------------------------------------|-------------|------------------|--------------------|
| Management Simulation Techniques (46) | 1           | 40               | 15                 |

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And another thing is that apart from technical subject that I have in the management field, in Thailand we have quite a few load of the students in each class. First of all, for me, I have to teach around 800 students this semester. Next semester, around 1000, and the previous semester around two or three hundred. And this one is quite impossible during the COVID situation. Because you can teach them theoretically, but for the practical situation it is quite impossible to teach them or observe them. So this is the fourth subject that I have been teaching this semester etc.



This is some other activity in 2020, in the middle of the year. Thailand luckily had the lowest infection rate of the COVID ever and this is the first year that we are allowed to have the flea market for the student. There was one subject I taught in 2020, we call a modern entrepreneur subject. And since we have around 600 students to be responsible for, I arranged the subject that students, they can make the temporary flea market and divide it into 60 teams. Each team, they will have to calculate the break-even point for the product and how many units they would like to sell, and by the end of the day they have to present that, how much profit or how much loss they have made. Therefore, as a result, students can learn from the real situation last year. But for this year, I cannot do something like this. I cannot gathering like a couple hundred students together to do the flea market together in order to have more entrepreneurial mind. Because nowadays, even talking in the same room are not allowed in Thailand, if you gather more than five people in the same room. So, student discussion, teacher giving consultation to students, nowadays it's quite, I don't want to use the word depressed, but this is the fact that happened now. So we tried our best in Thailand to encourage the younger people, especially generation z, to get vaccinated more. Otherwise we cannot study or do some other activity together. That one, that was my plan a in the mid of the year 2020. However, we got the second wave, the big second wave in Thailand. We cannot do the flea market project.



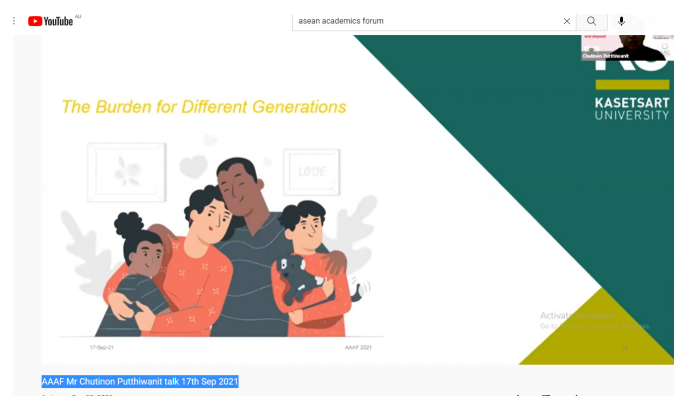
So what I did, it happened from last year, that we gathering students and try to, the student had to use the SWOT analysis and use the basic marketing tool like [x] from [x] to understand that, okay, if you would like to sell this product, what will be your product, your price, your distribution channel and promotion strategy. And as a result, in the end, they will come with their end product and sell in the real market. Also from last year, we tried to encourage students to study some software online like Powerby [x] for understand the economic situation. Because Powerby, we can use the graph to analyse it and all together with SPSS or even some other technical program like Lucidchart. However,

when we face the big second wave in Thailand, we could not do this kind of the market. So what is my adaptation strategy? Okay, seeing you cannot encourage students to sell in the real flea market.



So, we encourage them to sell online. Okay, of course, we have Shopee, we have Lazada, we have Kaidee. Kaidee is the application from Thailand. So, we teach the same strategy but we move a little bit that, okay, you cannot sell face to face but now I will teach you to sell online. So this is what I do in the previous semester. However, in this semester, we have been hit with the third wave, and for the third wave, situation getting tougher and tougher. Because we cannot ask the student to sell online. Why? Even though student can sell online via the platform Lazada or Shopee, but student, when they have received the order from the customer, they have to go to the post office. We have in Thailand, Thailand Post, we have Hong Kong courier in Thailand. As well, we have some other Indonesian I think, we have Base from China. So this kind of the international courier in Thailand. Students, they have to visit their office and send the product, and of course if they have to send the product so often, they have the higher chance to get infected by the COVID-19.

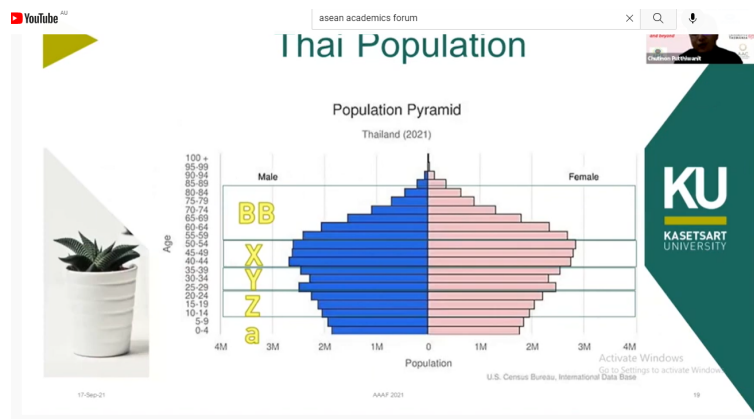
So, in this semester I cannot do this one anymore. I have to tell them that, okay, you have to pretend that you are going to sell online. What tools you are going to use and what platform you are going to sell. But in the end, you don't have to sell in the real flea market. You don't have to sell online. But you have to give me the business plan. So, you can see the end product is getting worse and worse but I don't know, let's see how it's going to be next semester. But this is how I use my adaptation strategy regarding the COVID in different ways in Thailand.



And some other part, like of course, seeing the generation z, they have been affected so much by the educational problem because they cannot see their friend, cannot really consult with professor and etc. I had consulted with many students. They said that not just leave them feel depressed or suffer from this situation, their parents as well. Because for the generation z who were born in the mid of 90s or up to the 2010, they are the mobile phone generation, and they are addicted to using

mobile phone. And when we have to study online 100%, 80% or 90% of the student in my class, they don't use laptop computer to study online. But however, they use the mobile phone to study which is surprising. And I asked them that, why you don't use the laptop computer? The majority of them, they mentioned that because they get used to it since they were in childhood and it seemed that by using the phone, we cannot really teach them online for the straight three hours. Because if you watching something via phone for the straight three hour, your phone battery will running out so fast and your phone will be extremely hot.

So this is another problem, because many students in my class, they will stay with me for the first half an hour and then they will be gone, and then they will come back again, back and forth, back and forth. And then, when I ask them by the end of the day what you have learned, and they said that, I have learned something, and then I ask them again, okay, if you mentioned that you have learned something, can you explain to me in brief what do you understand, but they said that I cannot tell you. So it means that some of them cannot explain or cannot understand what they have learned so far based on using mobile phone compared to students who use laptop. And I ask them that, okay, can you learn something or etcetera, and they say that okay, at least I can capture the picture or I can record something without the acknowledgements of the lecturer. And in addition, some students, they use the old model of their mobile phone and they have to ask the parent that, do you mind buying me new mobile phone? And it's quite sad for some parent, because some parents, they were laid off during COVID-19, especially parents who work in the tourism industry. They have lost their job, they have to use their saving for their children education and they have to use this amount of money to buy the new phone for the student, which is quite a big problem because we don't want them to do that. But if they don't do that, how student, especially in [x] university, they learn perfectly or officially. So this is what happened for the Thailand case.

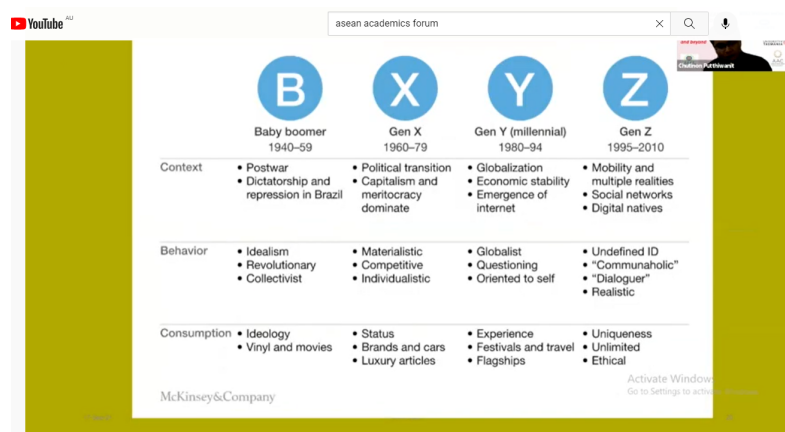


And regarding about the different generation that I have mentioned earlier, this is the population pyramid in Thailand. Now, in Thailand, we are facing the silver economy. What does it mean? Silver economy and the silver economy in Thailand, we have the same problem with Japan, that the majority of the population in Thailand, we are elderly people. And as a result, elderly people, they have grey hair or silver hair and this is the reason why we call the silver economy. Because this group of the people will be the main or the main spearhead to drive the economy to grow through, because they are having a pension, and many pensioner in Thailand, they are working in the government sector. And regarding for the government sector, they have received so much government profit or government benefit after their pension. And we also have generation x and generation y like me, much smaller compared to the bb, stand for baby boomer, who were born in 1940 until 1959. Generation x who were born in 1960 until 1979, and for the generation y, if I can



recall correctly, they were born in 1980 to 1994. And then we had generation z, who were born in 1995 until 2010.

And now we have a little troublemaker. But however, they are quite smart compared to the other generation, we call generation alpha. Why we call it a little troublemaker but smarter than any other generation? Because, basically, based on the Philip Callier, the father of the marketing theory, he mentioned that the generation y, they have received much more of the education when compared to any other generation. Because for the baby boomer, after the second world war, they don't have received much funding or much scholarship to attain their higher education. And as a result when they have generation y, they have put so much effort in the education. So there is no wonder why, if you were born during the 1980 or 1994, most of the people in in this generation, they have at least like master's degree or maybe like a doctoral degree. And as a result, when the child of the generation y we call generation alpha, who were born like 2011 onwards, they have received educational support from generation y as well. And as a result, consequently, Philip Callier, he predicted that in the near future the generation alpha will be the smartest guy in the room.



|             | <b>B</b><br>Baby boomer<br>1940-59   | <b>X</b><br>Gen X<br>1960-79  | <b>Y</b><br>Gen Y (millennial)<br>1980-94  | <b>Z</b><br>Gen Z<br>1995-2010  |
|-------------|--|---|--|---|
| Context     | <ul style="list-style-type: none"> <li>Postwar</li> <li>Dictatorship and repression in Brazil</li> </ul> | <ul style="list-style-type: none"> <li>Political transition</li> <li>Capitalism and meritocracy dominate</li> </ul> | <ul style="list-style-type: none"> <li>Globalization</li> <li>Economic stability</li> <li>Emergence of internet</li> </ul> | <ul style="list-style-type: none"> <li>Mobility and multiple realities</li> <li>Social networks</li> <li>Digital natives</li> </ul> |
| Behavior    | <ul style="list-style-type: none"> <li>Idealism</li> <li>Revolutionary</li> <li>Collectivist</li> </ul>  | <ul style="list-style-type: none"> <li>Materialistic</li> <li>Competitive</li> <li>Individualistic</li> </ul>       | <ul style="list-style-type: none"> <li>Globalist</li> <li>Questioning</li> <li>Oriented to self</li> </ul>                 | <ul style="list-style-type: none"> <li>Undefined ID</li> <li>"Communaholic"</li> <li>"Dialoguer"</li> <li>Realistic</li> </ul>      |
| Consumption | <ul style="list-style-type: none"> <li>Ideology</li> <li>Vinyl and movies</li> </ul>                     | <ul style="list-style-type: none"> <li>Status</li> <li>Brands and cars</li> <li>Luxury articles</li> </ul>          | <ul style="list-style-type: none"> <li>Experience</li> <li>Festivals and travel</li> <li>Flagships</li> </ul>              | <ul style="list-style-type: none"> <li>Uniqueness</li> <li>Unlimited</li> <li>Ethical</li> </ul>                                    |

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In addition, based on the [x] and company research, this one, they try to compare the different needs and wants of the different generation. And for the student in the university nowadays, they are in the generation z. So, what are their context? Of course, they are getting used to the social network, especially Facebook. And nowadays, getting more used to Snapchat and maybe TikTok from China that have been prohibited in USA. Some behaviour, they're getting more realistic. But however, they are very impassioned based on my experience from teaching and etc. I don't know that in the other country, they're having the same situation or not, but in Thailand, we will try to discuss about the generation x and y. It's quite common for the lecturer to, I don't want to use the word scold, or maybe, let's say, to provide strong advice for the student. It's quite acceptable in our generation. But nowadays, for the generation z, if they cannot do anything, or cannot understand something, you cannot blame them or scold them. If that happen, they will have some defence mechanism, and they will block anything from you. If you teach anything for them, they will not accept anything. That what happened with me so far in many subjects. So, I don't want to use the word nice, but nowadays I have to be nicer when compared to myself 10 years ago.





So, this is based on my observation when talking about the generation z and of course in different classes. What I have found so far, and my colleagues also say the same, that they are quite impatient. Therefore, for adapting or using adaptation strategy, when you order them some project, it could be a short-term project, not a long-term project because if it is a long-term project they will give, it has high chance that they will give up in the middle of the way. So this is what I have found so far. The second thing is that they have, let's say, a limited concentration. Sometimes they can concentrate in online course for a while but after half an hour, they will leave the room and playing game via telephone or etc. And how did I know that? Because when I teach them, sometime I asked the student to share their screen and sometimes some student, they forgot to close the game, the online game.

And even sometimes I separated students in many breakout sessions in WebEx, and if you separated or created the breakout session in WebEx, the professor can or cannot visit each room in WebEx. So sometimes it happened that when the student realized that, okay no professor here, so we can do anything we want. We can play a game and etc. But after I randomly visit them in separate room, some of them shocked. Oh, okay, what are you doing here? And I told them that your job is to do the group work. Your job is not to play like a group game, playing game together. It's not part of our subject. That's what I have seen so far.

The third thing that I have found, and not just in Thailand, in other country as well, because I had some foreign friends, they mentioned about this, people in generation z, they tend to see rights or freedom rather than duty. When you ask them to do something within the given deadline, they will not say that, I cannot say that it's your duty to do, because if I say so, they will talk back to me and say that I have freedom to do it or not to do it, because to pass or not pass this subject, it depends on me. You are the one who give the grade, but if I have the mood to do I will do it. But if I don't have the mood to do it I won't do it. So for this case in the class, if you provide student with so much activity, the most important thing: don't mention about duty, that you have to give me within this and written within that. But you have to mention them that you have the free choice to discuss and you have the free choice to do what you are going to do. And that's it. When I use this kind of strategy, we have gained so much creativity, so much innovation from students when compared to ordering them. But okay, this is the deadline, you have to do it. If you don't do it, you will be in trouble. So this is my strategy.

The final thing that I have found based on my perspective and other lecturer, they don't want to work in the office, for sure, especially for generation z, because they said that they want to be their own boss. They have more entrepreneurial mind. And therefore, especially for the [X] university, in every single subject we will try our best to combine the concept of the entrepreneurship, to make the student understand that after you study any single subject in [X] university, you will be able to

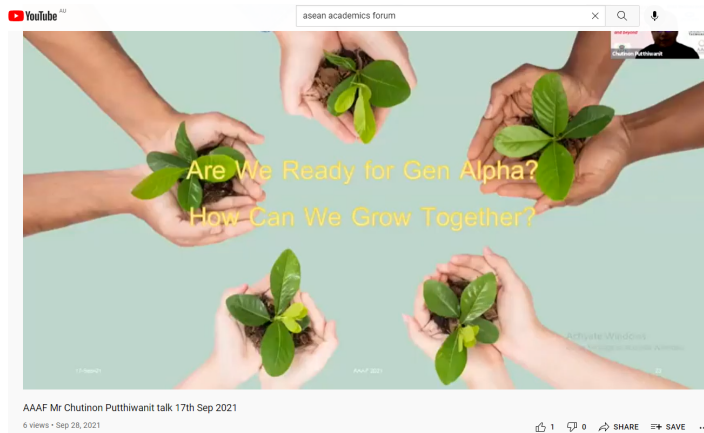
adapt that kind of the core knowledge to your entrepreneurial mind. And if you cannot find a full-time job or maybe you don't want or you are not happy working in the office, of course you can be your own boss. You can have your own little, small, beautiful café. You can have tasty Thai food restaurant and etc. We give you more freedom. However, I also check from the student evaluation from the subject that I taught and also from the comment from any other subject, when the generation z, they look back on the, of course, in our university, we have a baby boomer who were born until 1959. We have the generation x, who were born until 1979 and also we have generation y who were born until 1994. So we asked the student back what do they perceive, or is there any perspective regarding about the lecturer.

So this is what they talked back to us, and the first thing is that gen z, they think that we are a little bit authoritative. We talk so much about duty and etc, we don't give them so much freedom. Which is partially true but not 100% true. Some students comment that, for the other generation, baby boomer or generation x and generation y, we are a little bit self-centred, and self-righteous. This is based on the Asian culture, as well. In Thailand, we have so many ethnic Chinese, and also we have some Chinese belief. As for me, I am partially Chinese as well. And for the people in Thailand, we do respect, in our past generation, we do truly respect for our lecturer. And we even have a teacher ceremony, showing some higher respect to our professor or our teacher or lecturer. But nowadays, for the generation z, they perceive the world differently. And they said that that kind of the tradition or maybe that kind of belief is the type of the self-centre or maybe the self-righteousness. They say that they have the right to say that if I don't agree with something I can mention that this is my opinion and you as a lecturer or professor have to listen to us sometimes.

The third thing is that we were perceived as being conservative. Even for myself, even my face look young but I'm quite old, I mean, for my generation already. And people mentioned that, for my students, sometimes they said that I'm quite conservative. I have to change the way I talk because 10 years ago, my senior boss, they mentioned that the way you talk is not so academic talk. You have to use the higher word, no matter what in Thai or in English. But nowadays, we have to change the style of our talking. We have to be more, I don't know, it's somewhere between polite and impolite. We have to use some teenagers slang to talk with them because this is what they want. Otherwise they will perceive us as being conservative people. And finally, they do perceive that what we are teaching nowadays, it's too much theoretical background rather than practical background. And the thing, that, what they have learned from university, they don't have to stay and get graduated from university. They can stay one or two year and then if they can make their own business, they can resign from the university anytime. Because they said that, okay, I have the freedom, I have choices in my life. Why I have to, why my life have to be stuck in university, to, I mean, to be under the bar or to be under the educational facade or something.

So in this case, in every single subject, we have to promote them that even though it looks so theory, but this kind of theory you can adopt or you can adapt in your real life. But you don't know it yet because you don't have any working experience. But when you start working full-time, you will see that what you have learned in university, it looked like nothing but there is something in it, there is some meaning into it. And nowadays, we have to try to discuss more about the meaning in life. Because what we have found so far that since they are very short, sometimes they are hot tempered person and they are low concentrated. Therefore, when they make the decision regarding life, they make it so fast and they don't see the long-term consequences. This is some other thing that we have to put in the study, as well. Otherwise, if the younger guy, ladies in generation z, they make the

decision so fast in every single thing, how can the other generation, now talking about generation beta or maybe generation after that for sure, if we cannot really educate the generation z so well.



So, I think that's it for my presentation. So I have to provide some question that are we ready for generation alpha, because even the generation z are quite difficult for us to handle, no matter what we are: generation baby boomer, generation x or generation y. But the most important thing is that how can we grow together, because in the past or further, our own generation, we think that our duty is to make our children to grow stronger. But now it is not like that. We were born in the more democratic world and more democratic education and as a result, if you talk about growth, it's not one side growing. For the physically, our child can grow physically. But for the mental or mindset, we can learn from them and we can grow mindset as well. So this is my conclusion for the presentation.