

## Students' Experience Perception in Courses Taught in New Delivery Modes Compared to Traditional Modes

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**Abstract :** Even before COVID-19, one of the most important challenges that Higher Education faces today is the need for innovative educational methodologies and flexibility. We could all agree that one of the objectives of Higher Education is to provide students with a variety of intellectual and practical skills that, at the same time, will help them develop competitive advantages such as adaptation and critical thinking. Among the strategic objectives of Universidad de Monterrey (UDM) has been to provide flexibility and satisfaction to students in the delivery modes of the academic offer. UDEM implemented a methodology that combines face to face with synchronous and asynchronous as delivery modes. UDEM goal, in this case, was to implement new technologies and different teaching methodologies that will improve the students learning experience. In this study, the experience of students during courses implemented in new delivery mode was compared with students in courses with traditional delivery modes. Students chose openly either way freely. After everything students around the world lived in 2020 and 2021, one can think that the face to face (traditional) delivery mode would be the one chosen by students. The results obtained in this study reveal that both delivery modes satisfy students and favor their learning process. We will show how the combination of delivery modes provides flexibility, so the proposal is that universities can include them in their academic offer as a response to the current student's learning interests and needs.

**Keywords :** flexibility, new delivery modes, student satisfaction, academic offer

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