In preparing for a post-pandemic New Normal, many schools are reflecting on what they have gained (and lost) over the past 17 months of experience in orchestrating different modes and combinations of online and blended learning. In this talk, I will share the research findings from the eCitizen Education 360 Study to shed light on how school leaders, teachers, parents, and the wider community could build resilience and agility to ensure that schools and families can provide quality educational experiences for all students in the new school year. The eCitizen Education 360 Study was conducted by the joint HKU-HKUST Learning and Assessment for Digital Citizenship research team, with wide community support from organizations and individuals in the educational sector, NGOs, and charities. By analysing the hierarchically connected surveys of students, parents, teachers, school leaders and school ICT-coordinators, we were able to reveal how student learning experiences were inextricably connected with the learning of teachers and school leaders, and the role of parents within the child’s educational ecosystem. Building on these findings, we also recommend schools to engage in action-focused, post-pandemic school-based research to make their learning at multiple levels visible for achieving their post-pandemic educational goals.