



## YOUR FREQUENTLY ASKED QUESTIONS (FAQ) COVID-19 APRIL 2020 UPDATE

Dear Students,

The following Frequently Asked Questions (FAQ) is created to assist students during the period of Movement Control Order as imposed by the government. Please read it to benefit from it during this period.

### **1. What do I need in order to attend online classes?**

To attend online classes, all you need is a computer and internet access. To enable better learning, the computer should have a reasonable screen size (recommended at least 9 inches) and a keyboard. Some computers are provided at your hostel to assist those without their own personal computers.

### **2. How do I access the online learning material?**

You can access online learning material by using a computer to connect to your individual lecturer's learning management system (e.g. Google Classroom). You will need internet access for that.

### **3. What is the timetable for the online classes?**

Your lecturer will inform you of the schedule for the online classes. For most cases, it will be the regularly scheduled class timetable (Malaysian time – GMT +8).

### **4. I am in my home, do I still have to follow the online class schedule?**

Yes, all classes are conducted according to schedule and you must maintain that schedule.

### **5. Will attendance be taken during online classes?**

Yes, attendance will be taken. This will allow the lecturer to monitor your learning and provide additional help to those that may not be able to attempt the classes because of any unforeseen reasons.

### **6. If I am not able to attend the online class, what should I do?**

You should inform your lecturer in advance if you are not able to attend the online classes. Your lecturer will provide additional guidance on how you can still learn online. You can learn online anytime within the reasonable expected timeframe.

### **7. Is this online learning a temporary process or will it be permanent?**

Online learning is a facility that is available to all students at all times. During this period of mandatory shutdown, we are implementing fully online learning. When we are able to re-start classes, online learning approaches will still be used as an alternative teaching and learning form as long as it serves the purpose of achieving delivery of expected learning outcomes.

#### **8. How will final examinations be conducted at the end of the semester?**

As we are still not sure of the eventual end date of the Movement Control Order, AIU is looking into a variety of possible scenarios and solutions for conducting final examinations. We have agreed that the final examinations will be converted to coursework in various forms. The lecturers will inform all students regarding this matter at the appropriate time. Students will be given advance notice before the final examination or final assessment is conducted.

#### **9. How about assignments and projects?**

Depending on the nature of the assessments, many can be submitted online. Please consult your course lecturer regarding submission of assignments and projects.

#### **10. During this Movement Control Order period, how can I still have discussions or just chat with my friends?**

There are many free applications available online such as WhatsApp, Zoom, Google Meet, Google Classroom and Skype that allows for multi-platform face-to-face video conferencing.

#### **11. Who should I contact if I am having difficulty with accessing the teaching material during**

online learning?

If course related, contact your course facilitator or lecturer. If IT related, contact the AIU IT team.

#### **12. Who should I contact if I am having problems learning online?**

You should contact your course lecturer immediately if you are having problems learning using the online mode. Your lecturer will be able to recommend additional steps you can take in order to learn.

#### **13. What if my Internet connection is slow, how do I access Online Learning?**

If the internet connectivity is slow or intermittent, please do communicate directly with your lecturer. All lesson materials are available mostly on Google Classroom, but do check with individual lecturers as they may be using different platforms. The lecturer can be consulted on any lesson clarifications.

#### **14. Is the library open during the Movement Control Order period?**

The Library is closed during the Movement Control Order period.

#### **15. If the library is not open, how can I source for academic/scholastic information for my work?**

The Library Management System is available online. You can check the resources through the

Library Catalogue, and also access your Library Membership Account. Please contact the AIU Library Information System.

#### **16. Can you please advise us on the academic/scholastic resources that I can access online?**

Electronic Resources can be accessed through the Library's website. Please visit <http://library.aiu.edu.my/>

**17. I have a book that is overdue, however due to this Movement Control Order period I am not able to return the book, what are the options do I have? And will I be penalised for the late return of the book?**

All materials can be returned after the Library reopens. Overdue fines incurred during the Library closure will be waived from your Library Membership Account. (This does not include fines for lost and/ or damaged items).

**18. If I am having mental health concerns or facing personal difficulties, who should I contact?**

Please contact your wardens and your Student Affairs officers.

**19. I stay in the AIU Student Accommodation, who should I contact if I am having medical emergency or concerns?**

Please contact your wardens and your Student Affairs officers.

**20. How can I stay fit and healthy during the Movement Control Order period?**

To stay fit and healthy during the Movement Control Order period, drink plenty of water and do some light exercises at home or the campus (wherever you are) and keep your fitness level up. At the same time, practice good hygiene and keep track of your health and well-being.

**21. I am an international student and my parents want me to go home. May I know who should I go to discuss my options?**

The Immigration Department of Malaysia is not allowing students to leave the country while under the Movement Control Order period. However, students are free to check with their relevant country authorities or local government agencies for the latest developments or restrictions related to COVID-19. Students are allowed to re-enter Malaysia only after the Movement Control Order period is lifted if they are allowed leave the country during the Movement Control Order period. Students may contact the International Office via email.

**22. I am an international student and my visa is expiring. What should I do?**

You can directly approach our International Office officer once the Movement Control Order period is lifted.