

Frequently Asked Questions regarding Online Classes and Assessments



1. **What should I do if I have poor internet connection and can't participate in LIVE streaming?**

We understand that internet connection can be poor in various parts of the country. Some students have suggested that we need not conduct live video-based classes which are made available on Google classroom since we intend to provide face-to-face revision/make-up classes once the lockdown order has been lifted.

It is important for the college to be responsible for teaching all our students, even in the event of a lockdown. Hence, we will continue providing learning materials and contents during this lockdown period. Many students actually have decent internet connection and appreciate being able to learn online during this period. Hence, we will continue with our current practice.

If you cannot participate in LIVE streaming, simply view/download the video/learning materials and review them at your convenience. You can contact your Personal Academic Tutor and/or the Student Services department should any persistent problem presents itself.

This point is worth repeating -- there will be revision classes for the online sessions once the lockdown is lifted and the college resumes face-to-face classes.

2. **I am unable to attend all online classes as scheduled on the routine. Will it affect my attendance?**

In short, no. However, we recommend that you try to attend the online classes on the scheduled routine because these lessons will help you learn much better and faster once the lockdown is lifted and face-to-face classes resume.

3. **Will my assessment timeline remain the same?**

In short, no. However, we encourage all students to submit their assessments as per the revised deadlines for coursework submission that was communicated along with the online class schedule. This is not to say that these submissions are final, or those that have not submitted will fail. Rather, the purpose of submission is to instil discipline and assist you to do better once face-to-face classes resume. This is because it is likely that during the resumption of face-to-face classes, academic workload will be extensive. Hence, improving on your "submitted" assignments will be better than creating them from scratch.

Do note that our faculty members will do their best to support students in every possible way, so you must play your part too.

4. **How will I be able to appear for VIVAs or presentations?**

Technologically speaking, it is possible to use common tools like Zoom, Meet, Skype, etc, to conduct these VIVAs and presentations. However, we are aware of the technical

challenges and perception of fairness (e.g. students with more internet bandwidth might get higher marks since their presentation is “smoother”).

Hence, all presentations and VIVA will be done only upon the resumption of face-to-face classes. However, we strongly recommend that you attend any mock session via online means that you might have with your lecturer/tutor, so as to help you prepare.

5. What will happen to all my scheduled tests/written exams?

Tests and written exams will only be conducted upon the resumption of face-to-face lessons. The college will ensure that you have sufficient time to prepare for the tests/examinations and circulate the revised examination roster once the college resumes on-site operations.

If the tests and/or examinations are cancelled, we will coordinate with the University and make alternative arrangements, such as allocating or awarding marks based on other assessment methods.

6. Do I still need to communicate with my peers to do group work?

In short, yes. We expect students to focus on their individual contribution in group coursework and stay connected with the group via online communication channels and try to complete as much as they can.

Once again, this is to aid you in getting up to speed quickly when face-to-face classes resume.

7. Will I be penalized for non-submission if I fail to submit assignments on time as per the assessment submission schedule?

In short, no. However, if you fail to submit the assignments/coursework within a reasonable amount of time after the college resumes face-to-face lessons, then standard financial penalties will be imposed.

8. I am/my family is infected with COVID-19. I am not in position to continue studying. What will happen?

We are so sorry to hear this, and wish you/your family member a speedy recovery. In a situation like this, please submit the Intermission Form and when you are ready to return, you can restart your study at the appropriate level. All intermission-related costs will be paid for by the college. Please contact your Personal Academic Tutor soonest possible.

9. How and where can I ask questions to my Lecturer/Tutor?

Despite the lockdown and a lack of physical presence, everyone remains contactable via digital means. This means all the online means of communicating with your lecturers/tutors remain the same.

10. I have many questions to ask, so who is the best person to contact?

If your questions are academic-related, please contact your Personal Academic Tutor.

If your questions is related to other matters, please contact the Student Services Department.

11. I am worried that I cannot learn well online. What shall I do?

Our advice is to do the best that you can and learn as best as you can. You should know that learning is a life-long endeavour, and after you've graduated and started working, most of your further personal development would be via online learning. Hence, take this as an opportunity and not a liability.

12. Will lessons be revised once college reopens after the lockdown?

In short, yes. Once the lockdown ends, we will quickly schedule face-to-face revision sessions. Because there is a likelihood that lessons will be compressed, we encourage you to keep studying online, and discuss problems or queries with your lecturer/tutor as soon as they come up.

13. What would happen if the lockdown lasts until the end of May?

If the lockdown lasts until the end of May, then we will run the revision lessons during the summer (June-August). Our objective is to minimise the academic impact to students and your course completion date should not be affected.

It is important to note that we had gone through a similar crisis during the Nepal Earthquake, and were able to recover successfully from a 4-week shut down.

14. Will the library be open?

Since it's a lockdown period, the college library will NOT be opened. However, you can always use the online library using your account provided by the University.

15. How will the labs and practical required modules be conducted?

Since it's a lockdown period, all labs will be closed as well. While lecturers might use simulation software where possible, lab sessions will be conducted during revision time once the lockdown ends and face-to-face classes are resumed.

Practical lab sessions and development work for many modules Computing, Networking and Multimedia can be practiced individually while still at home. We encourage you to practice the lab sessions as far as possible through regular contact with your lecturer/tutor.

16. Will this affect our usual summer program?

Depending on how long the lockdown lasts, the summer enrichments programmes might not be extensive as previous years.

**17. If conditions do not improve even after 5-6 months, will online classes still continue?
Will students be able to progress to the next year?**

If the situation does not improve even after 5-6 months, then we might lose a semester. However, the regular semester study will continue during summer as well. Thus, depending upon the level that you are currently studying your graduation may be on scheduled month/year. We are working with our University partner to make sure that you DO NOT lose a year even if the situation does not improve for next 5-6 months.

18. I might need financial support. Whom should we contact?

If you urgently require financial support now, please contact the Student Services Department.

When face-to-face classes resume, further information on financial support and assistance will be provided.

19. I am not good at following online videos as a part of education, so can I take a semester break during this COVID-19 pandemic?

In short, yes you can apply for Intermission. However, do note that this will incur at least a semester loss at your end and your graduation likely would be delayed.

20. I'm too stressed and confused at this moment. What should I do?

It is normal to feel stressed and confused when everything around us is changing so rapidly. If you need someone to talk to, please contact Student Services. If possible, just get online and learn some lessons with us, and be assured that things will soon get back to normal. In the worst case, you can apply for Intermission although we do not recommend it since it involves a delay in your course completion/graduation date.

21. If I am unable to continue my studies in semester and want to apply for intermission, do I have to pay fees again? Or are the fee I have paid for the running semester transferable?

When you apply for Intermission, you do not need to repay fees when you return; you only need to pay fees if you "retake" a module that you've taken but failed in resit as "retake" is not intermission.