

ACADEMIC MATTERS FOR STUDENTS

Online Learning, Online Test and Extended Assignment (EA)

- 1. I do not have good internet access at home. Therefore, I want to return to UTP for the completion of January 2020 Semester. Am I allowed to do this?**

Students are only allowed to return to UTP once the MCO period is over. This is due to the restriction on the movement/travel imposed by the Malaysian authorities.

If students faced any problem with their internet connectivity at their current location, they should inform their respective lecturers on this matter. Students are also advised to check and subscribe to the best internet service provider at their current location, taking advantage of the current initiatives by the Malaysian Government on online learning for all students of higher learning institutions.

- 2. I do not have a laptop/desktop at home. So, I may have problem in completing the January 2020 semester i.e. joining the teaching and learning, as well as completing all assessments. What should I do?**

UTP recommends that all teaching and learning activities, including assessments, to take place through our ULearn platform, which is also accessible through smartphones and tablet / iPad. For the best performance, students are required to have internet access to a minimum bandwidth of 512Kbps. However, the speed depends on the file content size and activities. If you encounter problems in accessing ULearn to participate in the learning activities and assessments, please contact your course lecturers for advice.

- 3. How can I access ULearn?**

You may access ULearn at <https://ulearn.utp.edu.my/>. You can download the Student Guidelines and Manual on how to start using ULearn from the ULearn website.

- 4. What is the minimum internet bandwidth that I need to access ULearn seamlessly?**

For the best performance, students are required to have internet access to a minimum bandwidth of 512Kbps. However, the speed depends on the file content size and activities.

- 5. I need to submit my assignment through ULearn. What is the maximum file size that I can upload through ULearn?**

The maximum size that can be uploaded through ULearn is 50 MB, per submission. The uploaded file should be in pdf format.

- 6. Where can I get the Guidelines on Online Test and EA for students?**

The guidelines are available at ULearn: <https://ulearn.utp.edu.my/>

- 7. Will my lecturers be on standby during the whole EA period?**

No. Your lecturer will only be on standby during the first two hours after the EA started and the last one hour before EA ends, in case you have problems with downloading or uploading materials to ULearn.

8. Why does the EA contribute to 30% - 40% marks towards the final course grade?

EA is an alternative to the conventional Final Examination (FE) method as the FE approach is not possible to be used because movements/travels are restricted due to the COVID 19 pandemic. Since EA is an open book assessment, the University Academic Committee has agreed that it contributes in the range of 30% - 40% towards the total course components as it evaluates certain important Course Learning Outcomes.

9. Will I receive a notification after submitting my Online Test and EA?

Yes. You will receive a notification once you have successfully submitted your Online Test and EA. Please keep it with you for future record.

10. What should I do if I suddenly lost connection to ULearn during the Online Test?

If your connection is interrupted while doing the online test, stay calm. If you cannot re-login, contact your lecturer immediately. If you cannot re-connect to ULearn, please contact below ITMS personnel for assistance (their contact details can also be found in the Guidelines on Online Test for Students). They will also be available throughout the assessment period.

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