



COVID-19 UPDATE: FREQUENTLY ASKED QUESTIONS (FAQS) ON DIGITAL LEARNING

22nd March 2020

Dear Students,

Please refer to some Frequently Asked Questions (FAQs) related to the commencement of Digital Learning, which is scheduled on Monday, 23 March 2020.

If you have any further queries related to the COVID-19 advisories from APU & APIIT, please visit: <http://www.apu.edu.my/covid-19-frequently-asked-questions-fags-current-students>. You may also get in touch with us via Microsoft Teams: <https://bit.ly/3d3UoQb>

1) How do I know what time and what day I should login to Digital Learning?

All classes will as possible follow your timetables as scheduled (Malaysian time – GMT +8). Time table have been published as normal. Please contact your lecturer (as published on the timetable) for guidance.

2) I am in my home country and there is a 4-6 hour time difference with the Malaysian time. Am I still expected to login at Malaysian time?

Classes will be carried out as per Malaysian time. If you are not able to login during Malaysian time, you may also view the Stream as a recording which your module Lecturer will upload in due course in your Microsoft Teams Group or inside your Class folder in Moodle. You can also consult your lecturer via Teams on any lesson clarifications.

3) How would my attendance be taken if I did not login using Malaysian time?

Your attendance for the Class may be taken after the Stream via Moodle when you open the Class Folder and watch the Stream.

4) I was online during the lecture/tutorial, but my lecturer had marked me as absent. What should I do?

Please communicate with your lecturer on this via email/Microsoft Team. To help you with attendance, it would be good engage during the online session by posting on the chat box.

5) Is this Digital Learning a temporary measure during this period only? What if the restricted movement period is over and APU had resumed face-to-face learning and I am still in overseas and not able to travel out. Will this Digital Learning continue for us?

The Online Remote or Digital Learning is a temporary mode of delivery during this period. If you are unable to return to APU, the lecturer will still continue to upload all teaching materials on to Moodle and you may consult your lecturer on any lesson clarifications.

6) At the end of the Semester, how would the Exam be conducted? Through online?

To date, all exams within the restricted movement period have been postponed to a later date and you will be advised accordingly. Any future exams not in this period will be confirmed to you normally 2-4 weeks before the actual scheduled exam date.

7) How do we do group assignment since my classmates are not with me?

You are encouraged to carry out the discussions via Microsoft Teams and to refer to your lecturers on how to complete the group assignment.

8) How do I setup my devices to be able to login to Digital Learning?

Please refer to the quick reference guide here:

http://www.apu.edu.my/sites/default/files/quick_reference_guide_for_students_digital_learning_17032020.pdf

9) Who should I contact if I am having problems to set-up/login to my APSPACE?

A **Virtual Help Centre** has also been set up for the purpose of assisting all staff & students by providing you with technical and application support. Please contact the **Virtual Help Centre** at **+603-8992 5050** or send an email to assist@apu.edu.my immediately.

Virtual Help Center Operation Hours:

Monday to Friday

8:00 AM to 09:30 PM

10) I have an outstanding fees, will I be able to login to APSPACE?

It is advisable for you to clear your outstanding fees to ensure you have uninterrupted access to all learning materials without any issues. You can arrange for Telegraphic Transfer or online payment to below Maybank account:

A/C Name : ASIA PACIFIC UNIVERSITY SDN BHD

Bank : MALAYAN BANKING BERHAD

Address:

Lot No. G-1 & G-2, Ground Floor,
Support Service Building, Technology Park Malaysia
Bukit Jalil, Kuala Lumpur, 57000, Malaysia

Account No in USD : 714413000532 (If paying in USD)

Account No in RM : 514413-500658 (If paying in RM)

Swift Code : MBBEMYKL

Please send us the scanned copy for your transfer details for verification at bursary@apu.edu.my.

11) What if my Internet connection is slow, how do I access to Digital Learning?

If the internet connectivity is slow or intermittent, please do communicate directly with your lecturer. All lesson materials are available on Moodle. The lecturer can be consulted on any lesson clarifications.

12) I'm taking 6 modules this semester, should I wait for the lecturers to contact me?

Always check if there are any communications on Moodle and Microsoft Teams. It is essential that you reach out to your lecturers if you are not added onto any platforms. Reaching them by email or on Microsoft Teams would be sufficient in finding out where communications are currently taking place.

13) How do I prepare for my class?

Pre-class Preparation:

1. Ensure necessary tools or platforms are available in your Device (Laptop / Mobile).
2. Ensure you are able to log into APSPACE, Moodle, Student Email and Microsoft Teams.
3. Ensure you are in the appropriate Microsoft Teams Group for your corresponding Classes.
4. Classes will be shown as an Event in Teams. Please ensure you are aware of the timings and the updates by your Lecturer.
5. Ensure you have a stable internet connection.

14) How do I open Moodle?

Using APSPACE:

1. Head over to APSPACE (<https://apSPACE.apu.edu.my>) or by using the App on your Mobile device.
2. Head to the "More" tab in the bottom.
3. Look for "Moodle" or simple search "Moodle" in the search bar within the Page.
4. Click on Moodle and you will be automatically redirected to Moodle.

Using Web:

1. Login to your Moodle account (<https://lms2.apiit.edu.my/>).
2. You will be required to log into Moodle using your APKey.
3. Once logged in, you may use Moodle for your Course Materials.

15) Can I view the recording after the Stream has ended?

You would usually be able to view the Stream as a recording which will be uploaded by your Lecturer in your Microsoft Teams Group or inside your Class folder in Moodle. Your attendance for the Class will be taken after the Stream asynchronously via Moodle when you open the Class Folder and watch the Stream.

16) How do I upload my Assignment?

1. Login to your Moodle account.
2. Navigate to your Class folder, you will see "Add Submission" if there are any submission slots open.
3. Start uploading your Assignment with the required criteria's specified by your Lecturer.

Stay Safe, Stay Healthy. Stay at Home, Stay Connected.

APU/APIIT Group Communications