FAQs on Online Teaching and Learning (OTL) for Students
(Version 06-07-2021)

Table of Content

1. OTL: An Overview - p. 1
2. OTL Learning Guides - p. 2
3. OTL Platforms and Resources - p. 4
4. Continuous Assessment (CA) and Final Assessment (FA) - p. 6
5. Academic Integrity - p. 11
6. Academic Advisory Session and Other Academic Matters - p. 14
7. Student Support and Counselling Services - p. 15

Online Teaching and Learning (OTL): An Overview

1. Q: How are classes conducted in the May / June 2021 Trimester?
   A: Online Teaching and Learning (OTL) continues to replace the usual physical face-to-face lectures and tutorials, practical laboratory sessions, consultation hours and student learning time (SLT) until further notice. OTL requires self-discipline and time management for students to learn the course content in order to obtain all the Course Learning Outcomes (CLOs) in a non-face-to-face manner, remotely from home. For updates, please also refer to the latest MOHE and university announcements on this from time to time.

2. Q: Must I follow exactly the class timetable in the UTAR Portal?
   A: All OTL classes are conducted according to the class timetable scheduled in the UTAR Portal.

3. Q: Where can I access past year examination papers online?
   A: You can log in to UTAR Portal → Examination → Past Year Examination Paper to access past examination papers online.

4. Q: Where can I access the latest announcement from the university/ faculty/ department?
   A: You can check your 1UTAR email for the latest Announcement or access UTAR Portal.

5. Q: I am currently doing or planning to do my Clinical Training / Industrial Training in the May / June 2021 Trimester, what should I do?
   A: Students who are undergoing or planning to do clinical training / industrial training can continue the activities as planned and must follow the SOP strictly. For students who wish to defer their clinical training / industrial training to later trimesters, please contact the general offices of your respective Faculty / Institute for subsequent arrangements accordingly.
OTL Learning Guides

1. **Q: How should I learn online?**
   A: You will find the course materials (such as pre-recorded videos, lecture notes, etc.) useful when your lecturers conduct interactive activities before, during and after online classes to ensure resourceful, effective, engaging and meaningful learning experience for students. In remote learning, self-discipline and time management are important traits among learners who are responsible for their learning progress. Be prepared to speak up and share screen during online class activities, use online platforms (e.g. Microsoft Teams, Zoom) for group assignment and interaction with other students, email your Academic Adviser for an online consultation, ask for assistance whenever you need guidance.

2. **Q: How can I benefit from these OTL practices?**
   A: Ultimately, OTL practices empower you to learn how to learn, you will master some of the transferable skills, such as adaptability, perseverance and grit, self-responsibility, cognitive flexibility and abilities to work under constraints, manage crisis, improve self-study techniques, solve problems independently, develop patience and growth mindset, collaborate online, communicate with etiquette, care for others, support others in need, develop positive thinking and other strengths that are important for character building. Such humanistic attributes and personal traits prepare you to be a self-disciplined lifelong learner of the 21st century.

3. **Q: I have not met my lecturers face-to-face. So how should I get to know them?**
   A: Due to the nature of non-face-to-face lectures and tutorials, it is likely that you have not met your course lecturer or tutor personally. You should participate responsively during the ice-breaking and self-introductory sessions in the first lecture and tutorial to let your lecturer or tutor know you better. Besides, your lecturer or tutor may try to gauge your interest and understanding through your participation in online quizzes and polls.

   Please note that in OTL, your response and feedback are very important to the lecturers. In a remote setting, it is quite challenging for lecturers to know each student well. So do not hesitate to ask questions using the chat function if you have any questions. In a very large class, your lecturer may mute all microphones so that you can pay attention to the lecture content and ask questions using chat function or during tutorial classes. To personalise teaching practices, you are encouraged to upload your profile picture onto Microsoft Teams platform and complete your profile with relevant details and personal traits for your lecturers and course mates to know you better. You can also email your lecturers to make appointments for academic consultation over phone calls, WhatsApp, Microsoft Teams, Zoom, etc.

4. **Q: Will my attendance be taken online? How?**
   A: Yes. Online class attendance is taken during each lecture and tutorial primarily using Microsoft Teams or other alternative channels as informed by your course lecturers. Please take note that students must ensure at least 80% of attendance rate. This record is used to generate an examination bar list for students who do not meet the required minimum attendance rate and will not be allowed to sit for final examination or final assessment.

   Alternatively, some lecturers may use the WBLE quiz function to record your participation as attendance after each online class. For asynchronous mode, your lecturers may set up online quizzes using WBLE to check the record of students who have attempted, viewed, read, or understood the content provided as proof of student attendance. In view of this attendance
taking record, students should not miss out any post-lecture quizzes and tasks assigned by your lecturers.

5. **Q: What if I face an Internet connectivity problem and cannot attend online classes for the entire session?**
A: Besides taking attendance during online classes, you must inform your lecturer soonest whenever you miss your online classes or if you face any internet connectivity problem. Please check announcements in the WBLE forum from time to time because the lecturer may post some materials for students to read through or set up WBLE quizzes to check your understanding of a topic.

6. **Q: If I have any enquiries about the lecture or lesson, what should I do?**
A: Firstly, go through the pre-recorded lecture videos, PPT slides, lecture notes and other video clips or Internet resources related to course content to prepare yourself for lecture and tutorial classes. You should attend online classes regularly and contact your lecturers directly through various electronic channels, such as email, online consultation hours and social media.

Lecturers and students usually can achieve a mutual agreement on how best to conduct classes, such as using WBLE as the primary interactive platform, setting up a forum, quizzes, assignment, useful links to deliver course contents online and answer enquiries, if any. The synchronous e-learning mode enables students to have direct communication with the lecturers using computer, smartphone, and audio/video conferencing tool, via microphone, text messages, raise hand or chat conversation features etc.

7. **Q: Can I use social media to communicate with my lecturers or tutors?**
A: To further enhance interactive learning, you may contact your lecturers via email or even social media (e.g. Facebook, WhatsApp) to communicate with him or her regarding e-learning and continuous assessment. Please find out the preferred channel of your lecturers and observe the etiquette required in online communication.

8. **Q: How would I know if there are any changes made to the teaching plan?**
A: Lecturers will post an announcement on the WBLE regarding changes in the teaching plan. Hence, students are encouraged to check their WBLE frequently for updates.

9. **Q: Can I “meet” my lecturers online during consultation hours? How?**
A: Yes. Faculty will publish online the list of consultation hours of all lecturers. Every lecturer will assign 4 hours of consultation hours each week and this will be announced to the students in the classes. You can make an appointment to meet your lecturer online during consultation hours using online platform tools such as Microsoft Teams. In case you cannot make it during these consultation hours, you may discuss with the lecturers for other online appointment time for course discussion.

10. **Q: How can I send any feedback or comments about the courses, lecturers, online access or any problem or enquiry faced during this OTL period?**
A: You can log in to [UTAR Portal](#) → Highlights → Student Feedback → Student Feedback Form to send your feedback or comments online, or use this channel to seek further clarification. Your feedback will be read, answered, and acted upon by the respective units and attended to appropriately.
OTL Platforms and Resources

1. **Q: What is the UTAR website that I can refer to help me learn online?**
   A: You can refer to UTAR e-Learning website to enhance your online learning experience.

2. **Q: What other e-learning guides are useful to help me learn online?**
   A: To gain a more formal online learning experience, you can refer to the following free courses / information:
   - Advantages of e-Learning
   - How to Learn Online: Getting Started
   - How to Study Online: 16 Tips and Tricks
   - Planning for Learning: Formative Assessment
   - Returning to Education as a Mature Student
   - How to Succeed at Interviews

3. **Q: Am I required to download any software / applications for live OTL class?**
   A: Microsoft Teams is the default / primary application for live OTL class. You can use web-based Microsoft Teams (with limited features) or download Desktop App (with complete features) to your computer / Mobile App to your smartphone using your Student 1UTAR email. If you face any problem in downloading or login, please contact SODEMC Technical Team for technical assistance. You can refer to UTAR e-Learning Environment for more information on Microsoft Teams User Guides and FAQs on Microsoft Teams.
   You can download other applications such as Zoom if required by your course lecturers as part of the OTL tools.

4. **Q: What are the e-learning platforms for UTAR students?**
   A: UTAR offers two e-learning platforms to students via WBLE:
   - Web-based Learning Environment (WBLE) for the courses you have registered;
   - Web-based Learning Environment 2 (WBLE2) for >1500 courses that interest you.

5. **Q: What kind of materials are available on these platforms?**
   A: The available materials include pre-recorded videos, lecture notes, useful links, interactive learning, online quizzes and exercise.

6. **Q: What are the infrastructure and facilities needed for e-learning?**
   A: You may require facilities and tools such as:
   - computer device (e.g. desktop, laptop, iPad)
   - smartphone
   - Internet (e.g. WIFI, Mobile bandwidth)
   - video conferencing tool (e.g. Microsoft Teams, Zoom)
   - electronic communication tool (e.g. email)
   - social media (e.g. WhatsApp, Facebook, WeChat)

7. **Q: What are the resources and services provided by the University?**
   A: The resources and services provided by the university to facilitate the teaching and learning activities include examination administration and moderation processes, programme accreditation for professional bodies, online / software resources and facilities maintained by Library, Laboratory / Studio Facilities, Computer and ICT support services, as listed below (non-exhaustive examples):
Library (Click here for more information)
❖ 36 online databases and e-resources (ScienceDirect, IEEE Xplore/IEL, Business Source Complete, ClinicalKey, Communication & Mass Media Complete, Emerald Management Journals, PsycARTICLES, SAGE Journals, Westlaw etc.)
❖ More than 220,000 volumes of e-books are available for views and downloads (such as ProQuest EBook Central, Wiley Online Library, Access Engineering, CNKI eBooks, Elsevier eBooks, SAGE Knowledge eBooks, Springer eBooks, Taylor & Francis eBooks etc.)
❖ More than 37,000 titles of e-journals / e-magazines (Nature, Science, Forbes Asia, Harvard Business Review, Newsweek, Popular Science, Time Magazine, National Geographic, etc.)
❖ More than 299,000 volumes of print books for borrowing (with appointment)
❖ UTAR Institute Repository holds a collection of UTAR students’ dissertation, theses and final year project available for access
❖ Library physical resources: borrowing / returning / renewal of hardcopy books and other reading materials are available upon appointment booking starting from 1 June 2020 during normal office hours on weekdays (Monday to Friday)
❖ Library services include:
  ● Live chat service to help students access library resources / services.
  ● Library Online Catalogue (OPAC) to search for library resources
  ● Document Delivery Service (DDS) to help you acquire library materials
  ● Publication / research talks with the publishers
  ● Online training on how to use the subscribed online databases
  ● Online information skill classes on how to search for information, evaluate information sources effectively and use information ethically through proper referencing and citation. For more information, visit: https://library.utar.edu.my/FAQs---Reference-Enquiries.php

Laboratory and Studio:
❖ Laboratory equipment, tools and materials especially for those students allowed to return to campus to carry out essential physical hands-on laboratory class
❖ Access to specialized equipment / tools
❖ Online / virtual laboratory exercises through online access
❖ Digital multimedia equipment (e.g. studio, digital camera)
❖ Maintenance of equipment and facilities

Computer and Software Licences:
❖ Maintenance of Computer lab, Internet lab, Mac lab, digital electronic lab, project lab
❖ Computing facilities (PC and laptop) and computer platforms (integrated and licensed packages) in support of OTL
❖ Licensed courseware (e.g. Adobe, Macromedia, AutoCAD, SPSS), programming and engineering software (e.g. Oracle, CST Microwave Studio Suite, Etap, Cubicost Glodon, Simulink, SimPower System, Solidworks, Neural Network Toolbox, Lumion, Paramics, Abaqus, Ansys, Aspen Hysys, Cloudera, Design Expert, VMWare Workstation) for academic and research purposes
❖ Anti-plagiarism tools (e.g. Turnitin) and Virtua library online management system
❖ Specialised software licences (e.g. Bloomberg, Adobe, Eviews) for online course assignments

ICT Resources and Support:
❖ Servers farm to host WBLE and WBLE2 to support massive and concurrent OTL classes, online assessment, email, forum, academic consultation, career guidance,
student counselling services, online talks and webinars by industry advisors, lecturers, industry practitioners, external examiners and guest speakers. During the OTL period, there has been a very heavy load and sharp increase of server access.

❖ High speed Internet bandwidth and data usage
❖ UTAR website content development and administration (e.g. UTAR mail, administration)
❖ E-learning platforms (e.g. Microsoft Office 365 for Education for each student for 5 devices with 1TB One Drive Cloud storage, worth RM84.00 per user/month)
❖ Video conferencing tools (e.g. Microsoft Teams, Zoom, Google Classroom)
❖ Data system upgrade (e.g. new web servers for mass data storage)
❖ Remote technological support (e.g. Virtual Private Network or VPN)

8. Q: Can I access UTAR library online resources remotely from home?
A: Yes. Use your student ID (e.g. 2001044) and password to access remotely thousands of e-books, e-textbooks, e-journals, high-impact research across the sciences, Wiley and Proquest e-books, online library materials, resources and references via UTAR Library.

9. Q: How can I access the software remotely for online learning?
A: For courses that require remote access to specialized software, lecturers will inform and arrange for students to access selected licensed courseware remotely for programming software, project, thesis writing and other e-learning processes.

Continuous Assessment (CA) and Final Assessment (FA)

1. Q: Will my academic performance be assessed online? If yes, how?
A: Yes, lecturers may assess your academic performance using non-face-to-face remote examination including Continuous Assessments (e.g. midterm examination, tests and assignments practical / clinical posting) and Final Assessments (e.g. time-restricted open-ended assessments and online examinations).

Remote examination at real-time can be either on-screen or off-screen:

i. On-screen online examination: Lecturers could use online platform to set assessment questions. At the date and time of examination as per scheduled, students are required to login into dedicated online platform to attempt the assessment questions on-screen;

ii. Off-screen online examination: Lecturers could release the assessment question papers in PDF file through online platform. Students are required to download the assessment question papers and answer the assessment questions off-screen.

Depending on the video conferencing tools (e.g. Teams, Zoom) used, students need to access these platforms to complete the remote examinations, and to submit the completed assessment via WBLE, email, Microsoft Form, Google Form for grading purposes.

2. Q: How should I answer open-book questions in mid-term tests and continuous assessment?
A: Open-book assessment such as mid-term tests and quizzes are of open-book nature and hence, comply with the higher order thinking skills required in tertiary education as CLO attainment. You are advised to prepare and equip yourself with knowledge on the chapters tested just like a physical mid-term test, as it is usually time-restricted. Open-book test and assessment requires application of knowledge beyond factual recitation and surface understanding of content knowledge. Hence, you need to justify your answers and opinions to meet the expected academic rigour, with relevant examples and / or evidence to support what you know.
3. **Q: Can I refer to any other sources of information such as the Internet, Textbooks, Reference Books and Course Notes?**

A: Unless otherwise specified by the respective course examiner, normally for Continuous Assessment and Final Assessment that require essay writing or assignment-based assessment, students are usually allowed to refer to course materials, course supplementary information, textbook, reference books, article, journal or internet resources for reference only. It is important to note that it is forbidden to use the work of other people without proper reference or quotation, or to claim that as your own work or idea because such shall be considered as examples of plagiarism. In an open-book assessment setting, students shall exercise analytical and critical thinking and intellectual judgement when using open-book sources and information.

Please consult your respective course coordinator/lecturer if in doubt. However, open-book time-restricted assessment requires students to concentrate on completing the assessment within the time given. For all types of assessments, students are prohibited to perform any illicit “copy-paste” acts, discuss or share answers with others. Students must not share their answers before and after submission, to avoid risks of being copied by others.

4. **Q: How should I cope with the challenges of online assessment?**

A: At the initial stage, you may find OTL rather unconventional and challenging. It is good to seek help from your lecturers during consultation hour for personal guidance to help you set the tone of remote learning. Eventually, you will be able to handle technical issues related to OTL and find academic rigour in course content. The advice to new students is to be self-disciplined, manage your time well and take charge of your own learning. When you participate in online classes enthusiastically, you allow the lecturer and other course mates to know you better remotely. This will facilitate group work and enhance your self-confidence to reap the most benefits of OTL and online assessment. Such digital and technological skills will be useful in the long run, besides gaining new knowledge through materials prepared by the lecturers.

5. **Q: Will the Final Assessment (FA) be used to replace the physical Final Examination (FE)?**

A: Yes. Final Assessment will continue to be implemented for the May/June 2021 Trimester. The University has carefully opted for the replacement of the physical Final Examination with alternative non-face-to-face Final Assessment with the following considerations:

- The safety and welfare of staff and students.
- The need for students to complete their studies as scheduled and/or to graduate on time.
- The alternative assessment methods adopted comply with the requirements of the Ministry of Higher Education, MQA and professional bodies.

6. **Q: What are the types of alternative non-face-to-face Final Assessment to replace Final Examination?**

A: The alternative assessment methods to be used for non-face-to-face Final Assessment shall include (i) Open-book, time-restricted assessment, and (ii) Online Examination (under proctored environment).

Open-book time-restricted online assessment is based on the stipulated Course Learning Outcomes (CLOs) in the Final Examination or Final Assessment, lecturers re-design and administer a set of questions that require specific open-ended answers.
On the other hand, the synchronous Online Examination is conducted using a stricter time-based online examination, with the use of proctoring tools, where students were proctored throughout the examination period. The online assessment/examination shall be conducted following the scheduled timetable to be announced by the Division of Examination, Awards and Scholarships (DEAS) at UTAR Portal in due course.

7. Q: What and how should I study or prepare for the Final Assessment?
A: You should prepare for your Final Assessment as if you are preparing for your physical Final Examination. Please consult your respective course coordinator/lecturer/examiner for further advice. However, standard academic study skills such as information sourcing, literature review, and referencing skills, as well as the application of your cognitive, creative, critical, and analytical thinking skills are important as well.

8. Q: Will there be any mock session(s) for Final Assessment submission?
A: Yes. Your course coordinator/lecturer/examiner will conduct mock session(s) and announce the main and secondary submission channels, so that you are familiar with the Final Assessment release and submission procedures.

9. Q: How do I know the time/date of the Final Assessment?
A: The Division of Examination, Awards, and Scholarships (DEAS) will announce through UTAR Portal the Final Assessment timetable and guidelines when these are ready before the end of the study weeks, following the usual practice as per the Final Examination.

10. Q: Whom should I refer to for more information on the Final Assessment for my course(s)?
A: Students shall refer to course coordinator/lecturer/examiner for the details of the Final Assessment including the intended Course Learning Outcome(s) mapped, the type of Final Assessment, method of conduct, background information on requirements including objective, scope of coverage, references and citations required, submission details (e.g., deadline, document format, method, platform of submission; word count, word limit, page limit or maximum duration). Please refer to the Final Assessment (Time-Restricted Examination) Instructions to Candidates in UTAR Portal → Rules and Regulations → Regulations → Examination Instructions to Candidates.

11. Q: Will I still receive the Examination Authorization Slip or Index Number?
A: Yes, DEAS will issue an Examination Authorisation Slip with your Index Number via UTAR Portal. The confidentiality of students in Final Assessment submission is safeguarded using Index Number. Students are reminded not to share or disclose their Index Number with others to avoid any misrepresentation, misconduct, or mishandling of Final Assessment submission.

12. Q: What is the Declaration Statement Page?
A: Declaration Statement for Final Assessment shall be included in the Final Assessment submission to confirm the originality and academic integrity of your work, where relevant. Students are reminded not to commit any misconduct or violation of examination rules and regulations as any such report will prompt the course coordinator/lecturer/examiner to conduct investigation and students may be referred to the Examination Disciplinary Committee and subjected to disciplinary actions where applicable.
Please refer to the Final Assessment (Time-Restricted Examination) Instructions to Candidates (May / June 2021 Trimester) in Portal for more detailed information on (A) Plagiarism (B) Referencing (C) Checking of Answers Originality (D) Dealing with Suspected Plagiarism.

13. Q: Can I get ready early or login before the commencement time of my scheduled FA?
A: Yes, you are encouraged to get ready and prepare for FA release 15 minutes before the commencement time. Here are some recommended preparatory measures prior to the commencement of FA:
   i. Read the general instructions to students prepared by the DEAS.
   ii. Check that your device (i.e. computer, mobile phone etc. are fully charged or is charged throughout FA duration).
   iii. Check your network connectivity. If you track any poor connectivity, inform your course examiner / lecturer / examination officer when poor connection is detected.
   iv. Check your timer / clock / watch / mobile device make sure your time is the same as the official time.
   v. Log in to the release channel or platform (i.e. WBLE, Microsoft Teams), or check your UTAR email notification;
   vi. Should you need to scan and upload your answers, please pre-download the scanner into your device to enable efficient uploading.
   vii. Spare 10-15 minutes for handling submission online. Make sure your submission reaches your examiner before the end time of FA.

14. Q: Can I contact my lecturer of the course via phone call, WhatsApp or email after the commencement time of my FA?
A: Yes, you can do so only if you have very important and urgent matter to inform your lecturer, such as to seek for clarity of examination questions, internet connectivity problem, corrupted FA document file received, cannot view the entire question paper, or unclear instructions to students. Even though your examiner and/or lecturer is available and contactable via UTAR email and phone call, but s/he is not allowed to provide any help or consultation to any students regarding the questions and the answers to be provided. Communicate when there is a need to do so, but do not seek help from your lecturers on how to answer the questions as this is a form of cheating and violation of academic integrity.

15. Q: How should I submit my Final Assessment to my course coordinator / lecturer / examiner?
A: You should submit your Final Assessment via the main submission channel (i.e. WBLE or Google Form) and / or one secondary channel, email to UTAR Course Code email (e.g. UEMT2123.LKCFES@utar.edu.my). Students shall be informed of the main / secondary submission channels by the course coordinator / lecturer / examiner via WBLE or other channels.

16. Q: What if there is interruption of internet connectivity during submission of the Final Assessment?
A: In the case of interruption during the submission of Final Assessment due to connectivity issues or technical problems, you should immediately contact the course coordinator / lecturer / examiner / invigilator / HoD to inform about the problem via email / WhatsApp / phone call so that alternative channel of submission deemed appropriate and allowed by the examiner can be arranged within the submission duration.
17. Q: What will happen to my course status if I am not able to complete the Final Assessment after the submission deadline?
A: All students must complete their Final Assessment within a given time frame and must ensure successful submission of the correct files before the deadline (i.e. date and time) stipulated in the Final Assessment question papers.

Reminder: Students must allocate ample time for online submission via the main and alternative channels. Upon the end-time of their examination, students must ensure successful submission within the stipulated examination duration in the question paper (e.g. 2 hours, 2.5 hours, 3 hours) to avoid mark deduction due to late submission.

18. Q: Must I pass the Final Assessment in order to pass the course?
A: As required by the respective professional bodies, certain Programmes impose “compulsory pass” for Final Examination to pass the entire course. The same requirement is applicable to the Final Assessment. Hence, in order to pass the course, you must pass your Final Assessment for these courses.

19. Q: Is the submission of my Final Assessment mandatory?
A: Yes, it is mandatory for you to submit the required Final Assessment as per your registered courses. Failing to submit within the given deadline will result in the course being graded as “Fail”, which is equivalent to being absent (absenteeism) in the physical Final Examination.

20. Q: How can I be sure that the marking of Final Assessment is graded fairly by the course coordinator / lecturer / examiner?
A: Each Final Assessment is marked based on a Marking Scheme with assessment weightage and breakdown of each component and/or a Marking Rubric with descriptions of expected quality or standard. The marked assessment shall be moderated and checked by the internal moderator to ensure that marking is done appropriately with fairness and consistency in grading across the board.

21. Q: When will I know my Final Assessment results and the overall results?
A: Faculty will consider the results of the Final Assessment together with the results of the Continuous Assessment in the Board of Examiners (BOE) meeting. The full / overall results will be announced to students only after the Senate’s approval.

22. Q: Can I appeal for the review of my results? How should I go about this?
A: Yes, students can appeal for the review of their overall results as per normal practice. Students will be given seven (7) calendar days from the day the results are released to submit their appeal online. The results of the appeal will normally be made known to the students within two (2) weeks after the deadline of appeal submission.
Academic Integrity

1. Q: What is the mechanism implemented by UTAR to ensure the originality and integrity of the content submitted for Final Assessment?
A: Students must learn and master proper academic referencing skills (e.g. citation, quotation, compiling a reference list), and know the risks of plagiarism for all submissions of their academic work. You are required to make a pledge of academic integrity in an anti-plagiarism declaration upon completion of the Final Assessment. Please refer to the webpage of Plagiarism and Referencing: https://library.utar.edu.my/Plagiarism.php.

Examiner(s) shall cross-check any suspected submission of FA using Turnitin for plagiarism check; conduct investigation for cases suspected of cheating and copying, and report to the Examination Disciplinary Committee for disciplinary actions of the students involved where applicable.

2. Q: Must I work on the Final Assessment on my own? Can I seek help from others?
A: Final Assessment shall be in the form of individual assessment. Students shall complete the FA individually based on their own efforts without colluding with other persons such as your course mates, lecturers, friends, relatives and parents. Nevertheless, students are allowed to consult with the course coordinator / lecturer / examiner but only for clarification on the questions.

3. Q: Can I use the search engine or search for information after the commencement time of my FA?
A: If your FA clearly states it is an open-book examination, and referencing is permissible, you are allowed to search for open sources individually but not to collaborate with your peers when answering the questions. To uphold academic integrity, do put in effort to ensure proper academic referencing such as by quoting, citing, paraphrasing and listing the references. In other words, you must cite (not copy the content) the original source with acknowledgement given to the author or writer.

4. Q: Before and during FA, can I engage an online tutor for revision and/or consultation purposes?
A: The University provides many resources for learning, such as WBLE and WBLE2 contents, lecture notes, pre-recorded lecture videos, live lecture classes, consultation hours and library resources to support your learning. Hence, students should prioritise the use of the University’s resources and not overly dependent on external services in the free or paid websites. Be cautious with paid sites that offer you quick fixes and ready answers, but do not help you learn or achieve the actual learning outcome. Any act of seeking illegal external advice, such as getting help to complete assessments on behalf, is against the University’s code of conduct. Such unethical act shall be subject to investigation and disciplinary action.

5. Q: What are considered as cheating cases during FA?
A: Students must ensure the originality of their answer scripts during the FA period. Students are considered to have breached the examination rules and regulations if you had committed included but not limited to the following:
   i. Using professional agencies or outside help where the effort to complete the FA on behalf, such as discuss with your peers, siblings, relatives and teachers pertaining to
the solutions, answers, materials or information available online and submit as if you are the original author;
ii. Submitting any textbook solutions as your own;
iii. Sharing FA questions with others with intent to seek help and advice to get the answers, to complete tests or time-restricted examination;
iv. Colluding or providing any solutions, answers, materials or information to your peer(s) who are undergoing FA just like you;
v. Calling, emailing, posting questions with intent to seek help from online tutor / website when instructed not to use outside help;
vi. Using social media to disseminate question papers, specific questions, proposed answers, with intent to violate UTAR examination rules and regulations;
vii. Inappropriate use of resources that lead to copyright infringement;
viii. Committing any plagiarism act which shall be considered as cheating;
ix. Contravening or failing to comply with any instruction of the examiner or the University.

6. Q: Can I upload any learning content or materials to online tutoring websites?
A: Students should always check out the terms of use and the consequences of uploading learning content materials which you do not own the copyright. Before committing to any services, subscribing to any website content, going for free trial session, paying any fees, uploading materials and seeking academic advice, students must think of the implications. Students shall not upload materials which one has no copyrights such as lecture notes, tutorial questions and answers, past year examination papers, PPT slides, assignment briefs, case studies, tutorial topics, Q&A, workshop materials, question bank, snapshots of written answers, Final Year Project, Thesis, lab reports, photographs, footages, design, simulation, pre-recorded videos, live streaming lectures etc. Moreover, what has been uploaded could also be misused for any other non-academic purposes, that could lead to infringement of the original copyright owners. This is against the University’s code of conduct.

7. Q: What is plagiarism? How can I avoid acts of plagiarism?
A: Plagiarism is an act, whether intentionally or not, whereby one presents another’s work as his/her own. It is the unauthorized use or direct imitation of the language and thoughts of another author and the representation of them as one's own original work. Plagiarism by students is considered academic dishonesty or fraud and a breach of academic ethics. Rule XXV Prohibition of Plagiarism (which is available in UTAR Portal) shall apply to all students whose programme of study involves, whether in whole or in part, the writing and submission of any forms of reports, assignment or any submission, irrespective of whether or not the same being written or submitted towards the purposes of examination, including but not limited to Remote Examination.

8. Q: Can I use referencing as a means to avoid plagiarism?
A: It is important that you do not submit the work of others as your own. To avoid the commission of plagiarism, due acknowledgement of authorship whenever information is taken is essential. Proper citation of the source of information in the form of quotations, paraphrases and summary and referencing is an essential skill in academic writing. By providing a reference to the original source, you:
   i. Acknowledge that you have read the works of others and recognize their original ideas in your own writing,
   ii. Enable examiner to locate the sources where you have obtained quotation or idea from.
University will use Turnitin to check for the originality of your submitted answers. Please refer to your examiner or your faculty for the appropriate or recommended referencing style in an examination.

9. Q: What are some examples of plagiarism?
A: Examples of plagiarism shall include [but not restricted to] the following:
   i. Incorporating whether through copying, cutting and pasting sentences and paragraphs [or close paraphrasing of the same] from one or more sources which are the work or data belonging to other persons [including books, articles, theses, unpublished works, working papers, seminar or conference papers, reports, lecture notes, tapes or creative works] without due acknowledgement to the author or maker;
   ii. Inappropriate paraphrasing which includes changing a few words or phrases or sentences while mostly retaining the original structure and/or progression of ideas of the original, and information without acknowledgement. This also applies in presentations where someone paraphrases another’s ideas or words without credit and pieces together quotes and paraphrases into a new whole, without appropriate referencing;
   iii. Inappropriate citation which includes citing references or sources which have not been read without acknowledging the 'secondary' source from which knowledge of them has been obtained;
   iv. Submitting other’s work as the student’s own, e.g. borrowing another student’s final year project report / thesis and copying all or a substantive portion of that work by putting one’s name on the work;
   v. Using another person’s ideas, work or research data without due acknowledgement;
   vi. Copying or submitting computer files, whether in whole or in part, without notation of the source;
   vii. Submitting work which has been produced by another on the student’s behalf as if the same was done by the student;
   viii. Where collaborative work is concerned, falsely representing the respective individual contributions of the collaborators where individual contributions are to be identified;
   ix. Collusion which includes unauthorized collaboration between the students or another person, failure to attribute assistance received, or failure to follow precisely regulations on any form of writing / assignment / artwork / paper / report. This includes (a) students providing or sharing their work / paper / assignment to another student before the due date, or for the purpose of plagiarising at any time; (b) paying another person or any professional agencies or others (paid or unpaid ghost-writer etc.) to perform an academic task e.g. examination / assignment / report / written submission and passing it off as his own; (c) offering to complete another person’s work or seeking payment or any other benefit for completing academic work;
   x. Where the authors duplicate, republish, do multiple submission of their own previously written work (including but not limited to artworks / report / paper / assignment / findings) and presents it as new findings without referencing the earlier work or proper citation, either in part or in whole, or reuse, recycle in parts or whole of the same artworks / report / paper / assignment that has already been submitted for other assessment without proper citation.

10. Q: What if I had committed plagiarism without intention to do so?
A: A student may not knowingly intend to plagiarise, but that should not be used as an excuse for plagiarism. Students should seek clarification from their lecturers / instructors / supervisors / academic advisor if they are unsure whether they are plagiarising the work of another person.
For cases of suspected cheating which includes plagiarism, copying answers of other candidate(s) or colluding among the candidates or in breach of any guidelines, rules and regulations, the course coordinator / lecturer / examiner / faculty shall conduct investigations and report to the Examination Disciplinary Committee for disciplinary actions in accordance with the rules and regulations of the University.

**Academic Advisory Session and Other Academic Matters**

1. **Q: What about the meeting with my Academic Adviser?**
   A: Every student will be assigned an Academic Adviser (AA) by the Faculty, please check with UTAR Portal or faculty office for the name and contact details of the AA assigned to you. As an advisee, you will need to meet your AA at least once a trimester. Please note that you must also meet your AA for the purpose of course pre-registration for the upcoming trimester.

   You can consult AA regarding your study load, academic performance, programme structure requirement of your intake; planning for your study, preparation for final examination, pre-registration for courses to be taken next trimester, Industrial Training or internship, how to manage your time well, or how to improve your communication with lecturers and peers. Regardless of your intake, programme structure, year of study, courses undertaken, previous academic performance and your current academic status, speaking to your AA can usually clarify any doubts that you may have, and help improve your study skills, learning experience or time management skills through an academic advisory session arranged by appointment.

   During the COVID-19 period, you should meet your AA at least once per month in the trimester, virtually via Teams or other online platforms unless there is a particular need to meet physically arranged by appointment. By the middle or end of a trimester, you may see your AA to discuss your coursework performance, preparation for the final exam of courses etc. Students under probation must inform AA of their academic achievement and progress from the previous trimesters, to report how they are coping with the courses in the current trimester.

   Student who are undergoing Industrial Training must communicate with your AA via email (or any appropriate platform as evidence of communication) at least once during a trimester to report your experience in the Industrial Training attachment, your perception or opinion of the work nature and tasks; your relationship and communication with your supervisor, superiors and peer workers; your job scope, travelling time, safety at work, expenses incurred, difficulties faced etc.

   For Outbound Students who are probably now physically overseas, do communicate with your AA via email (or any appropriate platform as evidence of communication) at the beginning, middle and end of a trimester during your student exchange period, to discuss the attached programme and your outbound experience in general. The recommended discussion items include accommodation, safety, your relationships with peers and lecturers, the courses undertaken, difficulty faced etc.

2. **Q: What does it mean by a flexible programme structure?**
   A: While most students follow the programme structure according to their intake, UTAR flexible programme structure allows you to take fewer courses to improve your academic performance. You may refer to UTAR Regulation II – Part I (Programme Registration) on
Academic Load in UTAR Portal for the detailed maximum / minimum credit hours in a long / short trimester for full-time / part-time Bachelor’s degree or Foundation students who are not on probation or on probation.

3. **Q: Can I take more elective courses than what is required?**
A: When you register for elective courses more than required in the same elective group in the Programme Structure, you must declare which existing elective course you want to replace. This is to fulfil the requirement of that elective group during the Course Verification Exercise. Failing to do so, the most recent grade obtained from the required number of courses shall be calculated as GPA and CGPA.

4. **Q: What are Programme Learning Outcomes (PLOs)?**
A: Programme Learning Outcomes (PLOs), also known as Programme Outcomes (POs), refer to statements that describe what a student should have achieved by graduation time. At the end of every trimester, your AA will show and discuss your PLO attainment.

5. **Q: What is iCGPA (integrated Cumulative Grade Point Average)?**
A: The iCGPA is an integrated mechanism for assessing and reporting of your development and performance, such as their learning gains of ethics, knowledge and other 21st century skill set and abilities. Since its inception in January 2018, iCGPA is presented in a radar (spiderweb) chart in your iNOR (integrated Notification of Results) which is issued by DEAS as an additional statement of student's results.

**Student Support and Counselling Services**

1. **Q: I am an international student, whom should I contact for advice and guidance?**
A: International students can contact the Department of International Student Services (DISS) via email diss@utar.edu.my for advice on academic study, traveling and student visa.

2. **Q: I am seeking online counselling advice and services, which website should I visit?**
A: The Department of Student Affairs (DSA) Counselling and Guidance Unit (CGU) has created the following link for all UTAR staff and students, please visit: https://utar.edu.my/Counselling-and--Guidance-Unit.php

3. **Q: Are financial aids available for me?**
A: For Financial assistance to UTAR students, visit: https://deas.utar.edu.my/Financial-Aid.php

4. **Whom should I consult regarding student activities?**
A: You may contact the Division of Student Affairs for your interest and participation in students’ activities, clubs, societies, sports, inbound and outbound exchange programmes either in physical or virtual modes.

5. **How can I join UTAR soft skills enhancement programmes?**
6. Q: Can I meet the counsellor? Where can I get counselling support if I need it?
A: Yes. You can contact our registered and licensed counsellors in the DSA Counselling and Guidance Unit (CGU):

**Sg. Long Campus:**
Mr Chow Keng Fatt - 016-2100862, chowkf@utar.edu.my
Ms Navamani - navamani@utar.edu.my
Ms Chew Seow Ping - chewsp@utar.edu.my
Ms Ng Wan Fern - ngwf@utar.edu.my
Ms Tan Chin Yee - tcyee@utar.edu.my
Ms Wong Bei Yi - bywong@utar.edu.my
CGU SL - cgusl@utar.edu.my
CGU SL FB Page - https://www.facebook.com/utarcounseling

**Kampar Campus:**
Mr Phoon Sau Wai - 016- 2100864, phoosw@utar.edu.my
Mr Ng Foo Yek - ngfy@utar.edu.my
Mr Chong Chee Wai - chongcw@utar.edu.my
Ms Gursheena Kaur - gursheena@utar.edu.my
Mr Leong Pyh Shin - psleong@utar.edu.my
Ms Ng Jo Anne - ngja@utar.edu.my
Ms Ng Kai Yean - nkyean@utar.edu.my
Ms Ong Sweet Ling - slong@utar.edu.my
CGU KPR - cgukpr@utar.edu.my
CGU KPR FB Page – https://www.facebook.com/CGUpkcampus/