

Frequently Asked Questions (FAQ)

Open and Distance Learning (ODL) at Universiti Malaya



UNIVERSITI
MALAYA



PREPARING FOR ODL

1

What is Open and
Distance Learning (ODL)?

Open and Distance Learning (ODL) refers to a mode of learning that takes place on a virtual (online) platform. In online learning, activities, or lectures that normally take place during the face-to-face session will be conducted virtually (online).

PREPARING FOR ODL

2 How should I prepare myself for ODL?

First, you should ensure that you have a stable internet connection.

You may use your Mobiles, iPads/Tablets, Laptops, or Desktop Computers for e-Orientation. However, for e-Learning/e-Lectures, especially with assignments, projects, etc., it is advisable to use a Laptop/Tablet/iPad or Desktop for a more comfortable learning experience. It is useful to have a good audio and video capability, and the use of headphones/earphones will greatly enhance your overall experience.

PREPARING FOR ODL

3 Can I access the ODL platform from any computer? If I don't have a computer, can I use my mobile/tablet?

Yes, all you will need is a stable Internet connection and your account login information. It is advisable to use a Laptop/Tablet/iPad or Desktop for a more comfortable experience for e-Learning. It is useful to have a good audio and video capability, and the use of headphones/earphones will greatly enhance your overall experience.

PREPARING FOR ODL

4 What is the software that I need to install? Where do I login? How can I obtain course materials?

Our ODL platform activities are conducted on these platforms:

- a) Microsoft Teams/Google Meet - main platform for interaction and virtual communication
- b) UM ODL Platform - repository of lecture notes, tutorials & academic materials

ODL SPeCTRUM: <https://odl.um.edu.my>

To log in, go to the website and Log in with

<studentId>@siswa365.um.edu.my

Example: s41338331 @siswa365.um.edu.my

PREPARING FOR ODL

- 5 Why is my course not appearing in ODL SPeCTRUM, or has it recently been removed or changed?

Please make sure you have completed the Confirmation of Registration in the MAYA portal to ensure that your courses remain in SPeCTRUM. Missing courses will reappear on SPeCTRUM within 24 hours after the Confirmation of Registration. Alternatively, you can Get Course(s) from MAYA.

PREPARING FOR ODL

6

What should I do if I forget my login password for the ODL platform?

1. Please go to this link :
<https://siswa.um.edu.my>
2. Then follow the instructions given.
3. You may refer at the following UMMAIL FAQ
<https://ummail.um.edu.my/faq.html>
4. If still the same error occurred, please contact your faculty/PTj admin to assist or you may submit your enquiries at
<https://helpdesk.um.edu.my>

PREPARING FOR ODL

7 Do I need to setup a webcam?

A laptop/desktop camera may be useful during live sessions, particularly when the lecturer would like you to present something. If you do not have it, you may use your mobile phone or iPad/tablets alternatively for the time being. At any other time, it is adequate to only be participating through audio or chat function during live sessions.

PREPARING FOR ODL

8

I don't have good internet connectivity. How is this going to affect me?

Your learning experience with live sessions may be affected. However, the lecture & tutorial will be recorded. It is recommended to subscribe to a good internet connection.

ATTENDING CLASSES

9

How are classes going to be conducted?

Lectures/tutorials will be conducted via:

- **Synchronous (S)**, existing or occurring at the same time (LIVE). This sessions usually conducted via main platform for interaction and virtual communication.
- **Asynchronous (A)**, not existing or occurring at the same time. This sessions are recorded lectures and available in your ODL Platform. You will be able to take these sessions anytime and anywhere.

ATTENDING CLASSES

10

Does ODL means that I have to study all by myself?

ODL is not self-learning, it is a self-paced learning. Your lecturer will provide you with the necessary guidance and learning materials to support your learning. Further guidance may also be provided through chat in the ODL Café in the UM ODL Platform. Your assessment will also involve online exams, assignments, and continuous assessments.

ATTENDING CLASSES

11

I am in my home country, which is currently X hours behind Malaysian time. How do I attend the Online Learning session?

Classes will be carried out as per Malaysian time zone (GMT +8). You are required to attend the sessions based on the above time zone and in line with your timetable. If you are unable to login during Malaysian time, you may also view the recording, which your course Lecturer will upload in in the UM ODL Platform. You can also consult your lecturer via chat in the ODL Café on any lesson clarifications.

ATTENDING CLASSES

12

What if I don't understand anything from the live lectures? How can I ask questions?

You may:

- Ask questions during the live sessions (i.e., through chat functions).
- Send an email to your lecturer.
- Post your questions on chat.
- Make an appointment with your lecturer through the ODL Café.

You can obtain your course lecturer's contact information in Welcome Message section in your ODL platform course.

TIMETABLE & SCHEDULE

1 Where can I get the timetable for my classes?

You will be given the timetable a week before your classes commence. For students who are joining our new intake, you will get your timetable at the end of the month. Your lectures & classes will commence on the first day of the week.

The Academic Calendar also provided in your ODL course(s): Academic Calendar section and in ODL One-Stop Centre (OSC).

TIMETABLE & SCHEDULE

2

When are the study breaks and examination dates?

You will be given a detailed course schedule during your e-Orientation week.

The Academic Calendar also provided in your ODL course(s): Academic Calendar section and in ODL One-Stop Centre (OSC).

ASSESSMENTS, ASSIGNMENTS & EXAMS

1

How are assessments being conducted via Online Learning?

All assessments (final exam, class test, quiz) will be conducted online.

You will be briefed by your respective lecturers.

ASSESSMENTS, ASSIGNMENTS & EXAMS

2

How do I submit my assignment online?

Submissions can be made online via our UM ODL Platform with the assessment submission link given. You will be briefed by your respective lecturers.

ASSESSMENTS, ASSIGNMENTS & EXAMS

3

How do we do our group assignments since my classmates are not with me?

You are encouraged to carry out discussions via Microsoft Teams/Google Meet or ODL Café in the UM ODL Platform and to refer to your lecturers on how to complete your group assignment.

ACADEMIC AND ADMINISTRATIVE

- 4 How can I request an extension for assignments due to unforeseen circumstances?

We don't have the authority to extend the assignments for the course. Students are advised to submit your assignment directly to your course lecturer. Please contact your course lecturer to extend the submission date in the course.

ACADEMIC AND ADMINISTRATIVE

5

Who can I contact if there is an error in my course registration or timetable?

Please contact your faculty/PTj admin to assist or you may submit your enquiries at <https://helpdesk.um.edu.my>

SUPPORT AND RESOURCES

- 1 Are there online resources or guides available for using the ODL platform effectively?

Yes, the ODL One-Stop Centre (ODL OSC) provides a comprehensive range of resources to help you navigate and use the ODL platform effectively. You can access the ODL OSC directly through the ODL platform dashboard. If you encounter difficulties, feel free to contact the support team through the platform for further assistance.

SUPPORT AND RESOURCES

2

What support services are available if I am struggling with my studies?

If you are facing challenges with your studies, you can refer to the ODL OSC that provides details on whom to contact for academic support, technical assistance, and other relevant services. Alternatively, you can directly reach out to your PTJ for personalized support, including consultation with your lecturers, academic advisors, or student support units.



THANK YOU!

All the best with your study.

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