

**FAQ : Ugrad Asynchronous Online Exam, Sem 2 (20/21)**

| Subject  | Body   | Answer  |
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| <b>Online Exam</b>                                 |  |   |
| <b>Async = Asynchronous<br/>Sync = Synchronous</b> |  |   |
| Asynchronous exam                                  | The SOP mention us need to write index no in question 1, is it in the answer space of the question? We only can upload file or can also upload picture? Can connect two devices at the same time, one for computer, another one for smartphone to snap picture and upload? | The SOP mention us need to write index no in question 1, is it in the answer space of the question?<br>==> YES.<br><br>We only can upload file or can also upload picture?<br>==> YOU CAN UPLOAD BOTH<br><br>Can connect two devices at the same time. one for computer, another one for smartphone to snap picture and upload?<br>==> YES, but if possible please use only one device to avoid burdening/slow down the server. |
| Grace period                                       | For confirmation, does 45 minutes period for a 2 hour exam means we had 2 hrs and 45 minutes to submit our answers?  | YES   |
| Minor Courses                                      | How do I check whether it is sync or async for my minor courses?   | Please check your examination slip in Campus Online. In the slip it will show the exam mode for each of the course. Also check the time table provide by the school.  |
| Probability of 100% Coursework                     | Will there be a probability of converting courses into 100% coursework mode?   | NO. All decisions have been finalized.  |
| Why have 2 systems?                                | I would like to ask why is it that our school has 2 types of exams? Is the decision to hold the exam synch and async made by the lecturer alone or collectively with students as well?   | The decision by the school. The lecturer has decided for Asyn and Syn based on the feedbacks from the students.   |
| Asynchronous                                       | since the exam does not allow more than 1 attempt, what if in the middle of answering the exam I got disconnected by my wifi ? What should I do then ?   | You need to contact your course lecturer immediately. The lecturer will advice you what to do.  |
| Asynchronous                                       | what is the deadline to enter the exam link  | You should standby 15 -30 minutes before the exam start. The link will be opened based on the time scheduled  |
| Asynchronous                                       | what is the deadline to enter the exam link  | Based on the exam time table. You need to standby 15- 30 minutes before the exam starts   |
| Synchronous Exam                                   | Do we need to share screen too? Is it gonna be too lagging?  | For Async Mode you do not need to share your screen.  |
| Sync. & Async. Exam                                | How asynchronous exam differs to synchronous exam, other than its portal?  | Async online exam mode is managed by the school (please refer to the SOP provided by the school) while the Sync online exam mode is managed by the Exam Unit, USM (please refer to the SOP provided by the Exam Unit).  |
| Asynchronous Exam                                  | So, unless it is stated 'online' under venue column in our examination slip, the exam will be asynchronous?  | Please cross check with exam time table provided by the school.   |
| Asynchronous exam                                  | How if I have problem with my internet connection during exam time?  | Contact your course lecturer immediately  |
| Where do I find the examination slip?              | my courses are CPT111, CPT112 and CST131   | Campus Online.  |
| Online exam  | if there is any possibility that the exam browser automatically log out when our internet connection suddenly lost?  | Yes it is possible. If this happen, contact your lecturer immediately.  |
| online exam  | if technical issue occurs (and we need assistant) who is the first person to contact? if lecturer, should it be email? i scared it would take time.  | Contact your course lecturer immediately via messaging Apps such as WhatsApp, e-learning platform, etc.   |
| Asynchronous Exam Rules                            | I would like a clarification on what we are allowed and not allowed to do. For example, if one of the questions asks us to draw a diagram can we use an online tool to draw it or are we not allowed to switch tab?  | Yes you can.  |
| Sudden Connection Lost                             | What if the connection problem   | Contact your course lecturer immediately.   |
| Sync exam  | for synchronous exam, does it means there is no issue in using mobile phone while taking exam? since we want to contact lecturer if any issue occurs   | For Sync online examination mode, please refer to Exam Unit USM.  |
| Show ID part                                       | The show id in synchronous, we need to show ic, or exam slip?  | For Sync online examination mode, please refer to Exam Unit USM.  |

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| Asynchronous            | Do we need to type our answer in the e-learn or we can write the answer in the paper then upload it ?   | Its depends on your lecturer (on how the questions/answers was being setup). You can use both types.  |
| Communication           | What if I totally lost my internet connection (No mobile data and wifi), how can I contact my lecturer?   | Contact your course lecturer immediately.   |
| Sync and Async          | Is it possible that we can still opt for a course to change from synchronous to asynchronous and vice versa?  | NO. All decisions have been finalized.  |
| Asynchronous exam       | Do we need do write our index number for every questions?   | Please write your index number on the first page of your online answer (1st question). Highly suggest to write your index number on every extra document submissions/uploads. |
| Webex                   | Do we need to open webex when asynchronous exam?  | NO NEED.  |
| Open book exam          | the exam is open-book?  | Async online exam mode is not an open book exam.  |
| Virtual Background      | Can we change the virtual background if we need to open the camera?   | YES.  |
| System crash            | Let's say what if the elearning broke down what will the school do? Reschedule the exams?   | Probably the exam will be rescheduled.  |
| Camera on/off           | Do we need to open our camera if our we have poor internet connection ?   | For Async online examination mode, NO NEED.   |
| Asynchronous            | For upload file, we can reupload again? Within the 45 min grace time, thank you.  | This will depends on how the answering to the online exams was being set up. In general, please assume that you are allow to <u>upload only once</u> .                        |
| Test                    | We can only attempt the test once, but what if we suddenly log out from elearn, we can't attempt again?   | Please refer to the course SOP.   |
| Asynchronous program    | So we are using e-learn to do the test, is that means we don't need to install any program like SEB before exam?  | YES.  |
| Connection lost         | if the last minute, like 5-10 minutes before the time ends.. suddenly i lost connection, then is the answers will be auto submit or i still need to manually click submit button ?  | The answer is auto save and submit.   |
| Crash, too many disable | I have run the respundon or whatever the name is.. it became crash first.. Later so many issue..<br>-power button cannot click<br>-right click cannot<br>-left click cannot<br>-task manager disable<br>-restart cannot<br>-and more....<br><br>So who gonna fix? It is usm staff? Hahahahah.<br>So many function cannot do, so who gonna fix my damn computer, I got assignment to do...<br>After many restart, shutdown... It same, nothing happen.. so please try it first... And try2 try2 again at many computer, and don't do the stupid software if cannot work... Read it first at many post online.. so many issue.<br><br>Better use the normal way elearn or whatever ease the student.. Don't make student pay/paid so much of what universiti asked for. Not many student have money to buy camera and so on.. so any instruction. | With eLearn, the lecturer will monitor closely. If anything happen please contact your course lecturer immediately.   |

| Subject                                   | Body   | Answer  |
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| <b>Returning to Campus</b>                |  |   |
| Intern students                           | Intern students allowed to come back to hostel by March? Because personally I'm having internet issues at home so 'the work from home' concept might be difficult for me! Probably can consider students like to me to come back to hostel. It will be really appreciable!   | You can fill up the form (from HEPA) and get an approval from the Dean / Deputy Dean Academic . |
| Intern Student                            | Third year students are having internship this year. However, their company do not receive any order to asks the interns to work from home. Is there any possibility that student is able to work in office and stay in hostel at the same time?   | YES. But you need to get the approval from the dean/ deputy dean.                               |
| Year 2 student                            | Will year2 student return to campus during the upcoming semester?  | YEAR 2 returning schedule is based on Mode 2. Based on course.                                  |
| Hostel                                    | does it means even though some of the final year students do not secure place in hostel, we can have the privilege to get hostel this time? ive been doing appeal few times but does not succeed till now.   | For the hostel you need to liaise with HEPA.  |
| Question about returning campus           | Can some student choose to stay at home and do online classes instead?   | YES.  |
| EMGS                                      | I have receive an email from EMGS, they inform me to tell the school to give them letter that I have been enrolled in USM  | Kindly email your request to Puan Zuhaida. zuhaida@usm.my                                       |
| First-year international students         | Because of the epidemic, can first-year international students choose mode1?   | Yes   |
| PETAS Final year                          | How about final year student that want to go back to campus but rent a room outside USM? Have to settle the keluar masuk form?   | You need to follow the SOP provided by USM.   |
| First Year International Students Matters | EMGS requests us first years applicant to send them our declaration of accommodation in the campus, and declaration of students have been attending online classes. Where can we obtain this additional documents, and who can we contact to assist us in this matter? And please could you inform us international students for the matter returning to campus, because it is really confusing, thank you   | Please contact Puan Eliza.  |
| Tuition fees                              | For third year second semester student need to pay the tuition fees or not? Because we are internship in company   | Yes you need to pay the fees.   |
| Intern students                           | Are we allowed to leave the campus (eg during weekend) if we are staying in hostel?  | You need to follow the SOP provided by USM.   |
| Final Year Project                        | If we return to campus, can we use lab to do our fyp?  | Yes.  |
| Some material required                    | the online class declaration and accomodation are required by emgs, how can we finish this part?   | Please contact Puan Eliza.  |
| First Year                                | Since mode 5 is chosen, are we going to have physical exams or online exams?   | The school has not decided yet on this issue.   |
| Hostel/ PETAS                             | I don't think hostel have enough capacity to save place for all the students in the hostel, in this case, students would need to go for PETAS, but according to the mode suggested by the school, there is a minimum staying of 1 month to attend school, unfortunately, students usually need to rent for 1 year (most cases), if going back to campus for 1 month and if let say there is a sudden change that students no need to attend school (MCO or etc), students still have to pay for the remaining rental fees. Hope this raise your concern. | The school will take note on the issue and notify the respective unit at the university level.  |
| First year                                | since mode 5 is chosen for first year and we are still gonna have online TnL, is there an option where we can choose to stay at home and have online class instead of going back to the campus?  | YES you can stay at home .  |
| First year                                | Is it advisable to return campus when there are 66 cases COVID-19 reported within 1km radius from my house in the past 14 days?  | Not advisable.  |

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| BANNED COUNTRIES   | What are the list of countries that are banned from entering Malaysia?  | Need to check with IMCC.  |
| Not to come back to campus   | Can we choose not to back to back to campus for final year student? Thanks  | YES you can.  |
| International Students   | Do international students need to return to school for online classes before the beginning of the next semester?  | NO need.  |
| For the international students who are still in their countries. (Included in the 23 banned countries) | <p>I'm an international student. My country on the list of 23 countries which are banned currently for entering into Malaysia by Malaysian govt.</p> <p>So I want to know for the next semester is USM going to let us continue the online study until things settle a bit. Keeping in mind about the recent drastic increase of covid cases in Malaysia. Or do we have to postpone again like February 2020 semester.</p> <p>My country's situation is also not good. Our institutions are also still closed since last year February.</p> <p>Next semester will be my 2nd semester. Unless USM don't force us to return for the face-to-face classes. Which I can't because of the ban. Hence, I'll have to postpone again.</p> <p>Thank you.</p> | For first year student, school has decided to use Mode 5, which means all first year students should be in campus and teaching/learning will be conducted based on online-mode. However, for the international students, we will give an exception. |
| Will Semester 2 be online as well?   |   | YES   |
| Final Year Student   | Will Final Year Student be required to go back to campus on the following semester ?  | YES but you can choose not to come if you have a valid reason   |
| Next semester  | is next semester will be online ?   | YES.  |
| Countries that don't allow international flights   | What can international students do in the event that USM opens for students to return to campus and take f2f classes, but their country's borders are closed?   | International students are given an exception in this case. You need to follow the online classes.  |
| Mode 2   | For first year student, can we choose not to return to campus at all like writing letter? Learning in our hostel via webex is definitely worse than learning via webex in home  | YES.  |
| Mode 2   | Please consider that if student come back at a certain schedule, they have to bring a lot of things to the campus and just stay few weeks then go back.   | The school will schedule such that the students only come once and not burdening the student.   |
| For Internship Students who're staying in hostel   | Can they go in/out of campus freely? Or are there any rules or restrictions?  | NEED TO FOLLOW SOP PROVIDED BY USM.   |
| Return to Campus   | Are we given a choice whether to return to campus? Since lectures are mostly f2f, can we choose to stay home instead? Some of us still think it is not safe to return   | YES.  |
| Covid Test   | May I know do we need to be quarantined when we go back to the campus? Do we need to take any covid test or any health declaration?   | YES.  |
| Decision coming back to campus   | May I know why USM (or higher authorities) hope that students to go back to USM although there is a drastic increase in the covid case?   | This decision is made by KPT.   |
| International Students   | If 1st year international students will be given to continue study online and final exam too. So in that case the whole first year 2nd semester will be online as well?   | YES.  |

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| Fees | I wonder if USM going to consider reducing some fees for us international students, on this covid economical situation and class being conducted as online. As we have to spend around 15000-20000 RM per semester. | Noted - will bring this concern to higher level |
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| Others                           |  |   |
| E-registration/Fees              | I am the first year student, I need to apply all the course by myself or the course already fixed, I just apply minor or elective? When I need to pay the fees for next semester, at where?  | Before the semester starts, which is early of March 2021.   |
| About online class declaration   | EMGS say international students need submit online class declaration so how can we get it.   | Kindly check with IMCC.   |
| First Year Minor/Elective        | In the CS handbook, it mentions Year 1 students will need to take minor/elective subjects starting next semester. How can we apply to choose? Will we be given a talk on this?   | Please read CS Handbook. All the details had been explained in the handbook. You need to register online.   |
| Transfer Credit Form Question    | The class type has been changed, how long will it take for the changed CGPA  | This will be handled by the university Exam Unit, USM.  |
| Stay Safe Stay Healthy           | whatever happens, i hope the lecturers and also students do their best to survive in this mco and thanks alot to all the lecturers for all the efforts and we as students want to apologize for our wrongdoings throughout our time in usm   | Thank you for your compliment. Our staff have done their best to make sure you received the best.   |
| Poll                             | 1. Can you make a poll for us to decide our mode of study for first year student?<br>2. Or can you make it hybrid mode? For those who have internet issue can study in campus but those who have no issue to study at home   | YES we will do.<br>YES.   |
| Minor Students                   | i am a minor student. I would like to ask about the course CMM322. In the 2018/19 minor plan, it is in semester 2 but in 2019/2020, it is in semester 1. Which one I should follow?  | Follow your original minor guideline.   |
| registration of course           | hello, may i ask, are we only allowed to register courses after making payment? thank you  | YES.  |
| Question regarding minor course. | Hi, I would like to ask about minor course.<br>First, there are two version of minor programs provided. So, As a year 3 student, can i take course from the latest version of the courses instead of the older version?<br><br>Second, for student taking computer science minor, can i take CMM322 Information System Theory and Management course with Information Technology students? As the semester is different.<br><br>Thank you in Advance. | You need to follow the original plan as provided earlier in the guideline. If you need further information please contact Deputy Dean Academic. Email to zuri@usm.my. |
| Fees                             | About the accomodation and facility fees, will we need to pay for 2nd semester if we are not going back? And about the refunded amount, will it directly deducted 2nd semester fee?  | Kindly check with HEPA.   |
| extend my duration of study      | due to I transferred from another school to cs school, so I need to extend my duration of study letter, then I can renew my visa.I have been processing this for a month, I have run out of time.  | Kindly contact IMCC.  |
| Minor to elective                | May I know is there a way to change my minor to elective? It seemed that I cannot get the signature due to MCO. Is there an online form to do so? Thank you.   | YES you can change. Please email your request to Zuhaida@usm.my/ zuri@usm.my.   |
| Emgs                             | when will all visa applications be processed ?   | Kindly contact IMCC   |
| Course registration              | Can we have briefings on how to register and what course should we register for next semester especially for the first year student as this is our first time doing it. Thanks in advance.   | You can contact your academic adviser to help you in registering the subjects.  |

| Important email             |   |  |
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| Emails                      | PM Dr Zuri: zuri@usm.my<br>Puan Eliza: eliza_yasmin@usm.my<br>Puan Zuhaida: zuhaida@usm.my<br>PM Dr Nurul: nurulhashimah@usm.my   |  |
| CS Staff Directory          | <a href="https://directory.usm.my/?direktorstaf/direktori&amp;kod=00170">https://directory.usm.my/?direktorstaf/direktori&amp;kod=00170</a>   |  |
| Important Official websites | 1. USM: <a href="https://www.usm.my">https://www.usm.my</a><br>2. CS School: <a href="https://cs.usm.my/">https://cs.usm.my/</a><br>3. USMinfo: <a href="https://www.myusminfo.com">https://www.myusminfo.com</a><br>4. HOUSING AND ACCOMMODATION CENTRE (HAC): <a href="http://p3u.usm.my/">http://p3u.usm.my/</a><br>5. Student Development Affairs & Alumni Division: <a href="http://hepa.usm.my/">http://hepa.usm.my/</a><br>6. Bursary: <a href="https://bursary.usm.my/">https://bursary.usm.my/</a> |  |
| Important Official Fb pages | USM: <a href="https://www.facebook.com/USMOfficial1969/">https://www.facebook.com/USMOfficial1969/</a><br>CS School: <a href="https://www.facebook.com/PPSKOM/">https://www.facebook.com/PPSKOM/</a><br>Student Representative Council (MPP): <a href="https://www.facebook.com/mppusm.official/">https://www.facebook.com/mppusm.official/</a>   |  |