



## FAQs for learners during Covid-19

### Assignment Submission

1. How will I submit the hardcopy assignment?  
Assignment should be submitted in soft copy only till further notice.

2. How will I submit the softcopy assignment?

Submit your assignment directly to your tutor using his/her email and copy to the address [assign@open.ac.mu](mailto:assign@open.ac.mu)

OR

If there is an assignment submission box on Moodle, upload the assignment there.

3. Will the assignment deadline be the same?

Yes. The assignment deadline remains the same.

4. My tutor said in the assignment guidelines to submit hardcopy only. What should I do?

All assignments should be submitted via email to the tutor or on Moodle before the deadline.

5. What do I do if I have difficulties uploading directly on Moodle?

The assignment must be emailed to your tutor and copy to the address [assign@open.ac.mu](mailto:assign@open.ac.mu)

6. Where will I find the email address of my tutor?

The email address can be found on the planner. If not, contact the tutor via chat on Moodle or contact your programme manager to request for the email.

## **Delivery of lectures**

1. Will there be face to face sessions at the university centres?

**No. Lectures will be conducted online.**

2. When will there be an online lecture?

**The online lecture will be held according to your planner through a Zoom meeting. The online lecture should be conducted exactly at the same time the face-to-face sessions were scheduled.**

3. How to attend an online lecture?

**Moodle is the main platform that will be used for online lectures. All materials will be posted on Moodle. A zoom link for the online lecture will be found under the module page for each session on Moodle.**

4. What is Zoom?

**Zoom Video Communications is a remote conferencing service that allows video conferencing, online meetings, chat, and mobile collaboration.**

5. How do I connect to the Zoom meeting?

**Follow the Zoom Guide for learners prepared by OU on how to join a Zoom meeting.**

6. I do not have a Zoom account. What should I do?

**You do not need to create a Zoom account to connect to the meeting.**

7. Can I join the Zoom meeting through my mobile phone?

**Yes. You will be asked to download the Zoom app.**

8. What do I do if I miss the online video session in case of emergency?

**The tutor can share the video on Moodle.**

9. Who to contact if I have technical difficulties?

A helpdesk is available at this email: [itunitgroup@open.ac.mu](mailto:itunitgroup@open.ac.mu)

Always write your name, programme of study, semester in the signature of your mail.

10. Will the videos be recorded and posted on Moodle?

The tutor can share the video on Moodle.

11. What is the duration of the Zoom meeting?

One video meeting will last for around 30 minutes.

12. How will I get the link for the Zoom meeting?

The link will be posted under the module on the Moodle platform or emailed/WhatsApp to you by your tutor.

### Exam

1. Is there any change in the time-table of examinations?

Exam is normally in May/June. You will be communicated about it at a later stage.

### Moodle platform

1. I cannot log in on Moodle. I forgot my credentials.

Contact Ms Atawoo at [h.atawoo@open.ac.mu](mailto:h.atawoo@open.ac.mu) and [studentaffairsunit@open.ac.mu](mailto:studentaffairsunit@open.ac.mu)

2. When should I check the Moodle platform?

You need to check your modules regularly for any notifications. On the eve of your session, the Zoom video meeting will be shared to you on the Moodle platform or via email or via WhatsApp by your tutor.

3. Can I live chat with my tutor on Moodle?

Yes. Any queries regarding notes/assignments can be asked to your tutor via Moodle through a live chat.

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