



## FAQs for tutors

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

**No. All lectures will be carried out through online facilities as from 20 March till further notice.**

2. How will I deliver the online lecture?

**You will continue using the Moodle platform and its features like forums, live chats, etc for the delivery of your class and also use the software ZOOM (<https://www.zoom.us>) for live face-to-face sessions.**

3. When should I do the online lecture?

**You will do the online lecture according to your planner. The online lecture should be conducted exactly at the same time the face-to-face sessions were scheduled.**

4. How will I inform learners about the scheduled online lecture?

**You can post the Zoom meeting link under your module on Moodle. You can also send the link via email or WhatsApp to your learners.**

5. How do I make use of Zoom?

**Follow the Zoom Guide for tutors on how to create a Zoom meeting.**

6. How long should I do a video on Zoom?

**Under the free/basic plan, the duration of a meeting is maximum 40 minutes. We will opt for a 30 minutes video for each session as per your planner.**

7. How many learners can participate in a Zoom meeting?

**A zoom meeting can allow up to 100 participants per meeting.**

8. **My class has more than 100 learners. How will I proceed?**

**You can create 2 different Zoom meetings for each batch of 100 learners.**

9. **Apart from video, what other facility is Zoom offering?**

**You can chat and share your screen with your learners.**

10. **The session is normally 2 hours. If I do a video for 30 minutes. Then what will I do for the remaining 1h30 mins in my slot?**

**You will have to provide online engagement to learners. You may create a quiz, forum and chat group on the Moodle platform. You can schedule another meeting.**

11. **Can I use another online tool?**

**Yes. You may use WhatsApp or Facebook pages or Skype to have live video. For a small group (less than 10), you may use Google classroom, Google Meet, ...**

**However, if you decide to use another tool to deliver the lecture, please ensure that you provide ALL the details to ALL the students by posting the instruction on MOODLE.**

**You must try it thoroughly.**

**For example, someone using Google Meet should post something like the following:**

- 1. I have sent you invitations to your email address**
- 2. Click on the URL (and you will be re-directed to the app)**
- 3. Just log in and I shall accept your request to follow the class.**
- 4. Please start enrolling at least one hour before the lecture starts.**
- 5. You will have to mute your microphones and camera unless you have to ask a question.**
- 6. Do not press any other button as it may interfere with the presentation.**

12. **If I am having technical problems, whom should I contact?**

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

13. **If I am having other problems, whom should I contact?**

**Contact your Programme Manager.**

**14. Do I need to provide any evidence for online presence?**

**The platform will be monitored in terms of activities/logins.**

**20 March 2020**