Frequently Asked Questions for E-Learning (Students)

(1) What software is used for E-Learning?
Answer: ZOOM

(2) Is guideline for E-Learning provided?
Answer: Yes. Please pay close attention to our Coronavirus Disease (COVID-19) Precautionary Information Page.

(3) Can student study off-campus?
Answer: Yes.

(4) If student is not staying in campus's hostel, how does student settle the hostel's fees?
Answer: Student can perform the accommodation check out procedure before 12.30pm, 21st March 2020. The hostel's fees and deposit will be retained by the school until student resume class in campus. However, if the check out procedure is done after 21st March 2020, half of the hostel's fees will be deducted. For more information, please refer to the Student Affairs department or call the number 03-87392770 ext. 6011/6014/6015/6016/6017, or email student@newera.edu.my.

(5) Can student choose to continue staying in the hostel?
Answer: Yes.

(6) Can student come to the campus to use the campus's network connection for e-learning if his network connection at home is weak?
Answer: In line with national policy, the campus will temporary closed.

(7) Are the students required to come to the campus for course examination?
Answer: The examination in large groups will be cancelled and the method of assessment will be decided by the teachers.

(8) How can student obtain the E-learning software (ZOOM) and guidelines to use it?
Answer: Please refer to the manual guide below for reference.
ZOOM operating manual and video tutorial.
    Mandarin version: https://bit.ly/2Qbbulh
    Mandarin video tutorial: https://youtu.be/rLggslx4dnQ
    English version: https://bit.ly/3cWcseS
    English video tutorial: https://www.youtube.com/watch?v=ocTFLh46fgE

(9) How can student obtain the Zoom's Meeting ID?
Answer: The Meeting ID of every lesson conducted through ZOOM will be provided by the teacher-in-charge.

(10)   How can student submit the course's assignment and reports?
Answer: The submission method will be decided by the respective course's lecturer through electronic method (e.g. Whatsapp, email, portal, Wechat).

(11)   If there are technical difficulties, who can the students contact?
Answer: Computer Centre at Block B 1st floor, or call the number 03-87392770 ext. 150/153/154/155/156/157/159, or email cc@newera.edu.my.

(12)   How long will student continue to learn using this e-learning method?
Answer: Students will continue using e-learning method subject to further notice from the school depending on the condition of the outbreak.

Frequently Asked Questions for E-Learning (Lecturers)

(1) Can teachers conduct the lessons off-campus?
Answer: Full time and part time teachers shall conduct online teaching activities at home.

(2) How do teachers conduct e-learning lessons?
Answer: This depends on the nature of lessons conducted. In the case of usual conventional lessons, it will be conducted using ZOOM. If the lesson involves hands-on usage and performing arts, the courses' related faculties/departments will decide on the ways of conducting lessons, with the conditions to prevent minimal contact. Please note that face-to-face teaching is strictly prohibited.

(3) Is the e-learning be conducted ONLY using ZOOM?
Answer: Yes.

(4) Is the guideline for E-Learning provided?
Answer: Yes. Please pay close attention to our Coronavirus Disease (COVID-19) Precautionary Information Page.

(5) How can teachers obtain the E-learning software (ZOOM) and guidelines to use it?
Answer: Please refer to the manual guide below for reference.
ZOOM operating manual and video tutorial.
Mandarin version: https://bit.ly/2Qbbulh
Mandarin video tutorial: https://youtu.be/rLggslx4dnQ
English version: https://bit.ly/3cWcseS
English video tutorial: https://www.youtube.com/watch?v=ocTFLh46fgE

(6) How are the courses' assessment be performed?
Answer: The examination in large groups will be cancelled and the method of assessment will be decided by the teachers.

(7) How can the students submit assignments or reports?
Answer: Students can submit assignments through electronic method (e.g. Whatsapp, Wechat and email) but the recommended way would be through ELP. For hands-on assignments, it will be decided by the faculties/departments with the conditions of individual assignment submission to prevent minimal contact.

(8) Who can teachers contact in case of technical difficulties?
Answer: Computer Centre at Block B 1st floor, or call the number 03-87392770 ext. 150/153/154/155/156/157/159, or email cc@newera.edu.my.

(9) How long will student continue to learn using this e-learning method?
Answer: Students will continue using e-learning method subject to further notice from the school depending on the condition of the outbreak.