Frequently asked questions (FAQs)

1. **Online learning: how is it different to face to face learning?**

   It is only the mode of delivery that is different. It will have the same academic standards, course content, expectations and assignments to measure your achievements.

2. **How will I interact with my lecturers?**

   You will be able to do this in a variety of different ways including:

   - participating in a virtual classroom for your lectures and seminars and having the opportunity to speak, ask questions, and put your hand up just as you would in a face-to-face classroom.
   - receiving feedback on your assignments as you would do if you had face to face learning.
   - being able to contact your lecturer during their office hours when outside of class.

   Your lecturing team will ensure interaction by using different tools such as discussion forums/announcements as well as corresponding via your university email address so **please do check it regularly**.

3. **How will I interact with other students if I don't see them face-to-face in the classroom?**

   You will be able to do this in a variety of different ways including:

   - speaking or typing in the chat box in your virtual classroom as well as interacting in virtual **breakout sessions** (your lecturer will put you into a group in a separate online classroom).
   - in group assignments (if you have any).
   - your lecturer will promote student interaction in their virtual classroom by using and suggesting different online tools.

   However, remember whether you are interacting face to face or online, you must always be respectful of others beliefs, privacy and opinions,

and treat others as you would want to be treated.

4. **How will the lectures be delivered?**

   The lecturing team will be using software that creates a **virtual classroom,** which you then join over the internet. The type of software will depend on which university you are attending.

5. **What equipment will I need?**

   Recognising that some of your study will be online, you will need to be able to access your University's resources via the internet. As such you should have:

   - Access to a computer (desktop/laptop)
   - Speakers/headphones/earbuds for listening to audio
   - A camera/webcam: having your camera on enhances the interaction
   - A stable internet connection

   Whilst your online sessions can be accessed via smartphones and tablets, they may not have the same functionality and therefore we recommend that you have access to a laptop or PC for ease of use, and for completing assignments.

   You will be given access to Office 365 once you are registered on your programme, free of charge. For further information, check out the [library page](#).

6. **Where can I access information?**

   When you have been registered at your university, you will be given access to a Virtual Learning Environment (VLE).   Here you can access the modules you will be studying for that semester, the reading lists, all lecture and seminar resources and PowerPoints, assignments and deadlines along with many other types of programme information. You will also need to upload your assignments into the relevant module page. This will be done via a **Turnitin** link which you **upload** them to.

7. **What is academic integrity?**

   Academic integrity is your commitment to maintaining honesty and moral behaviour in an academic setting. This means you will acknowledge other's when using their ideas by incorporating them into your assignments. If you don't do this, it will be considered as **plagiarism**. Other unethical behaviour includes theft, cheating, **contract cheating** (paying others to do your work), falsification of results and documentation and are very **serious offences**.

8. **What is my learning style?**

   When undertaking any course, it is important to understand how you learn in order to be able to learn more effectively. So, do you know which is your learning style?

   There are different models to help you understand your learning style including Kolb's Learning Cycle and Honey and Mumford's Learning Style. If you are interested in identifying your style, why not take the Honey and Mumford's learning style questionnaire, it will probably take about 10-15 minutes. Here is one version of the questionnaire online.

9. **Useful contacts**

   Even though you will be studying remotely, you won't be alone. As well as interacting with your lecturers you can access other help and support:

Academic Community of Excellence (ACE) to discuss your academic development	Birmingham campus: acebm@qa.com London campus: aceldn@qa.com Manchester campus: acemcr@qa.com Tel: 0207 656 8446
Careers	yourcareers@qa.com Tel: 0207 656 8458
Library	https://library.qahighereducation.com/contact
Student Services for general enquiries	London: 0207 656 8460

	Birmingham and Manchester: 0121 616 7470
Welfare	ServiceStudentwelfarelon@qa.com Tel: 020 7 656 8420

10. Glossary of key terminology

Assignment: a task / set of tasks given to students to be marked and graded and are evidence for an assessment of your learning e.g. an essay, group presentation.

Breakout sessions: in your virtual classroom, your lecturer can divide up the class and put you into groups in a separate online classroom to work together.

Chat box: when you are in your virtual classroom, there will be a place on the screen where you can write questions and comments and interact with your lecturer and other students.

Contract cheating: is when you pay others to do your assignment - **this is academic dishonesty and not allowed**.

Discussion forum: you can access this in your Virtual Learning Environment (VLE) and it is a place where you can write questions and comments and interact with other students.

Face-to-face classroom: this is the traditional classroom as in school.

Office hours: this is a time when your lecturers are available to be contacted outside of the classes.

Online learning / **e-learning**: This means that education is taking place on the internet and therefore learning is across distance and not in a traditional classroom.

Plagiarism: this means that you have incorporated someone else's ideas / words into your assignment and not said where they have come from and so saying that they are your own! **This is a serious offence** so if you are worried about avoiding plagiarism, we have the Academic Community of Excellence (ACE) team on campus

and online to support you and help develop the right skills to ensure that you don't do this.

Turnitin: Turnitin is the software that you need to upload your assignments to. A Turnitin link will be available on your Virtual Learning Environment (VLE) along with the date of submission. Turnitin will also give you a similarity report, that is to say, it will check its databases and content of other websites to see if the information is the same. If your writing is too similar or the same as existing sources then you can use the Turnitin report to make changes and therefore avoid **plagiarism**.

Upload: this is the action of putting a document online, for example uploading your assignment to be marked into the module in your Virtual Learning Module (VLE).

Virtual classroom: this is the place where your lectures and seminars take place online. It replicates a traditional classroom in the sense that you will have the opportunity to speak, ask questions, and put your hand up just as you would in a face-to-face classroom.

Virtual Learning Environment (VLE): a VLE is an online-based platform which houses all of your course content aimed at creating interactive, active learning environments. The platform may be Moodle, Canvas or Blackboard depending your university.