

## FAQs on Study and Support Matters for Students (7 Feb 2020)

### (I) Online Teaching and Other Learning Arrangements for Students

#### 1. What is the arrangement of online teaching?

##### Important Dates in Semester 2 of 2019/2020

Online teaching	10 February 2020 – 14 March 2020
Add/Drop period	10 – 22 February 2020
Recess period	16 – 28 March 2020 (or longer)

##### Detailed Arrangements:

#### (1) From now till 9 February 2020

There will be no face-to-face teaching activities in Hong Kong and Mainland China.

#### (2) Online teaching: 10 February 2020 – 14 March 2020

- All subjects in the forms of lecture and tutorial should be conducted by means of online teaching (plus e-learning) instead of face-to-face teaching in Hong Kong and Mainland China.
- All online teaching and learning will be held at the scheduled class time as shown in the class timetables in [eStudent](#) administrated by the Academic Registry.
- Teaching and learning activities in the forms of practicum, experiment and training are suspended.
- The University discourages all face-to-face activities in Hong Kong and Mainland China.
- Students who wish to sit in a subject during the Add/Drop period without registration should seek permission from the subject lecturer to add their names to the online class list. Nevertheless, students should formally register for the subject on or before the end of the Add/Drop period on a first-come-first-served basis if they want to take the subject in the semester.

#### (3) Recess period: 16 – 28 March 2020 (or longer)

All teaching activities are suspended for a period of two weeks or longer from 16 March 2020, depending on the development of the novel coronavirus epidemic. In addition to serving as a self-study period, this recess period can be used by students away from Hong Kong to return to Hong Kong and to undertake self-quarantine for the resumption of face-to-face teaching.

(4) Face-to-face teaching

Face-to-face teaching will resume when it is safe to do so. All students will be informed in advance with sufficient time to get ready, including undertaking self-quarantine, for face-to-face teaching.

(5) Special arrangements

Separate arrangements will be made for a small number of programmes or groups of students with special requirements or constraints based on strong justifications. The department concerned will announce the details to the students after obtaining exceptional approval from the Senior Management of the University. Relevant students and staff should be reminded to observe strict personal hygiene such as wearing a mask.

(6) Summer term

Due to the substantial expected delay in the end date of Semester 2 of 2019/20, the summer term activities originally planned by the University may have to be cancelled. Further details on this aspect will be announced in due time.

To facilitate an active and engaged learning experience for students, a Student Guide to Online Learning has been prepared. Students can access the Student Guide by clicking the following link:

<https://www.polyu.edu.hk/elearning/student-support/2019-20-semester-2-online-learning>

2. I am from Wuhan and I am afraid that I am unable to return to Hong Kong and attend classes in Semester 2 of 2019/2020. Are there any special arrangements for Wuhan students?

You are advised to:

- Stay at home in Wuhan;
- Follow the instructions on online learning;
- Practice strict personal hygiene and stay vigilant to ensure your personal health; and
- Pay attention to University announcements/notices.

The University will continue to monitor the situation closely and keep you informed of further decisions with regard to teaching and learning arrangements. Please see the updated University Notices for Students at: [https://www.polyu.edu.hk/cpa/notices/index\\_student.php](https://www.polyu.edu.hk/cpa/notices/index_student.php)

3. I am from Mainland China, but not Hubei Province. Knowing that the measure of self-quarantine has been implemented, do I need to come back to Hong Kong 14 days earlier before the face-to-face teaching resumes?

Considering the latest development of the novel coronavirus epidemic, it is likely that face-to-face teaching cannot be resumed anytime soon. All non-local students, including research postgraduate students, are once again strongly advised not to return to Hong Kong during the period of online teaching.

For details of the online teaching arrangement, please refer to Question 1.

4. In addition to online teaching, would the University provide proper measures to cope with the recent situation and offer relevant options to help students with better learning experiences?

In order to achieve a balance between the safety and well-being of students and staff as well as the minimisation of disruption to the progression pattern of students, online teaching is considered as the preferred mode under the current circumstances.

Teaching staff are readily available online to advise and assist students with their learning. To facilitate an active and engaged learning experience for students, a Student Guide to Online Learning has been prepared. Students can access the Student Guide by clicking the following link:

<https://www.polyu.edu.hk/elearning/student-support/2019-20-semester-2-online-learning>

5. I am a research postgraduate student currently in Mainland China, when should I come back to Hong Kong to continue my study programme?

All research postgraduate students in Mainland China are strongly advised not to return to Hong Kong. If any research postgraduate student wishes to return to Hong Kong, or if any academic staff member would like to have his or her research postgraduate students return to Hong Kong, for any special reasons/essential requirements, the supervisor of the research postgraduate student needs to seek exceptional approval from the Senior Management of the University via the Head of Department.

For research postgraduate students carrying teaching duties but cannot return to Hong Kong to perform their duties, they should make themselves accessible and perform teaching duties via online tools. If they fail to do so, they should apply for leave of absence or deferment of study after consulting his/her Chief Supervisor as appropriate.

6. I have enrolled in an exchange programme to Mainland China in Semester 2 of 2019/20. Should I go ahead with it?

All inbound and outbound student and other exchange activities, including but not limited to internships, placements, service learning and so forth, with Mainland China have been suspended until further notice. Please contact the respective units (e.g. International Affairs Office, email: [outbound.exchange@polyu.edu.hk](mailto:outbound.exchange@polyu.edu.hk); the Chinese Mainland Affairs Office, email: [ocgo@polyu.edu.hk](mailto:ocgo@polyu.edu.hk)) for details of the arrangements.

7. What is the arrangement of overseas internship and exchange programme? People from Mainland China and Hong Kong have been restricted from entering more and more overseas countries.

You are advised to contact the organiser for details of the arrangements. For internship, please contact the Office of Careers and Placement Services, Centre STARS at (852) 3400 3775 or [career.caps@polyu.edu.hk](mailto:career.caps@polyu.edu.hk) for assistance. For exchange programme, please email to [outbound.exchange@polyu.edu.hk](mailto:outbound.exchange@polyu.edu.hk).

8. I am a non-local student, whom should I contact concerning the university transfer under the new arrangement of online teaching in Semester 2 of 2019/2020?

For details, please seek advice from your hosting department, Academic Registry (Email: [ar.dept@polyu.edu.hk](mailto:ar.dept@polyu.edu.hk)) and International Affairs Office (Email: [polyu.international@polyu.edu.hk](mailto:polyu.international@polyu.edu.hk)).

9. Will there be any reductions in tuition fees in response to the suspension of face-to-face teaching?

To minimise the influence that may bring to students' academic development, the University arranges online teaching during the period when face-to-face teaching could not be conducted. We understand that not all learning outcomes may be achieved by online teaching alone and will therefore limit online teaching to the first five teaching weeks. Please understand that the tuition fees are not refundable.

10. Is there any preparation I need to make before online teaching starts?

Students are strongly advised to read through the "Student Guide to Online Learning During Suspension of Face-to-Face Classes" (<https://www.polyu.edu.hk/elearning/student-support/2019-20-semester-2-online-learning/>) and make necessary preparation before online teaching starts.

The guide is intended to help students get the most out of their online education with the following information included:

- Tips to Succeed in Online Learning
- Dos and Don'ts for Online Learning
- Basic Preparations for Online Learning
- Preparations for Online Learning in Subjects You Take This Semester
- Preparations for Online Assessments
- Resources for Online Learning

Students are also advised to visit the following website on online teaching for other information which will be of use to their preparation for online learning:

<https://www.polyu.edu.hk/elearning/student-support/2019-20-semester-2-online-learning>

In case of queries, students can always consult their department/programme leader/subject teachers.

11. What media will be used for online teaching? Do I need to install any softwares or programmes beforehand for attending the online classes?

Blackboard, Panopto and Microsoft Teams are the major systems/tools recommended to be used for online teaching with strong IT support by the University. Your subject teacher will let you know which to use and provide you with the relevant installation information in advance.

12. Will the online tools recommended perform well under the heavy traffic load of online teaching?

The University is working with the vendors to provide a sufficient bandwidth and stability for the recommended tools. Teaching staff will ensure successful trial runs are done before the online sessions.

13. I am now in Mainland China. The internet quality in my hometown is not very reliable which I am afraid that may affect the online classes I have to attend. Will the University be able to offer any help and support?

The University is working with the Liaison Office of the Central People's Government in the HKSAR (中央人民政府駐香港特別行政區聯絡辦公室) to facilitate the provision of online teaching to students in Mainland China.

14. What help can be offered if students do not have the necessary online facilities?

Students are advised to seek assistance from their subject teachers who will find a solution to tackle the problem(s) by getting support from the University if needed.

15. Can I view the online classes if I have missed them?

The online classes may be recorded so that students missing the sessions can view them later. Students can also review the pre-class lecture recording or voice-over PowerPoint slides as the majority of the teachers will have them in place.

16. With the suspension of face-to-face teaching over an extended period and the expected delay in the end date of Semester 2 of 2019/2020, health and social sciences students with practicum/clinical requirements for graduation will have a problem in completing the requirements within the revised timeframe. How would this problem be solved?

The relevant Dean(s)/Head(s) is/are communicating with sister institutions in Hong Kong offering similar study programmes as well as the Hospital Authority on the issues. Solutions will be announced to the students concerned in due time.

17. I wish to graduate on time. Is it possible for the University to provide online teaching for the whole Semester 2 of 2019/2020 even after the recess period?

With the understanding that not all learning outcomes may be achieved by online teaching alone, we are working the best to ensure the quality of our teaching and learning activities. Face-to-face teaching will resume when it is safe to do so. The University will try its every effort to minimise the impact on graduation.

18. What are the examination/assessment arrangements for Semester 2, 2019/2020?

The examination/assessment methods and arrangements will be announced in due course.

19. Can students request face-to-face meetings/consultations with teachers during this critical period?

During the period of online teaching, all face-to-face teaching activities should be suspended. Students are advised to meet/consult their teachers using other means of communication (e.g. telephone, Microsoft Teams, Skype).

20. Will the learning resources provided by the Library be available during this special period?

During this special period, online learning resources of the Library are still made available to students and staff.

21. What is the arrangement for service-learning activities, which is a graduation requirement for all undergraduate students?

Given its special nature, the Service-Learning and Leadership Office (SLLO) will announce relevant policies/arrangements for service-learning activities in due time.

22. If students encounter problems in subject registration and study problems in this special period, what should they do?

Students can approach their designated Academic Counselors of the Office of General University Requirements (OGUR) for help. OGUR Counselors will also actively contact students to see whether they have any related issues.

## **(II) Student Halls Support Matters**

23. If I am found to have a fever at the Hall entrances, what should I do?

Anyone who is found to have developed a fever at the hall entrances will not be permitted to enter the hall for the safety of other hall residents. He/she will be advised to seek medical consultation immediately.

Professional advice is available to students from the University Health Service (UHS) which has set up a first aid station at Room AG 206 on the main campus and a temporary clinic at the Hung Hom Student Halls of Residence.

24. I am a hall resident and not feeling well. What should I do?

If you are not feeling well, especially when you are experiencing symptoms of fever or acute respiratory illnesses, please inform your Warden and seek medical help immediately.

25. Can I choose to stay in the hall instead of staying at home?

Local students residing in halls should seriously consider the option of returning to their homes. Students returning to their halls are required to declare their travel history in the previous 14 days by filling in the Travel History Declaration Form. They are also required to monitor their health conditions for 14 days.

26. Transit going in and out of Wuhan is being shut down to contain coronavirus, I am unable to leave Wuhan before the government releases the city restriction. Do I still need to pay the hall residence fee?

Please send details of your information to the Hall Administration by email at [student.halls@polyu.edu.hk](mailto:student.halls@polyu.edu.hk) for consideration.

27. Anything done to maintain environmental hygiene in halls?

The following measures have been adopted:

- Cleaning and disinfection in halls have been stepped up. Public areas are sterilised 4 times a day;
- 1:49 diluted bleach is poured to U-trap periodically to prevent it from drying up;
- Disinfection stations have been set up and hand rub is provided on each floor. Free surgical masks are also provided to hall residents; and
- Posters of the Centre for Health Protection (CHP) of the Department of Health are posted in the common areas to alert residents to maintain strict personal hygiene.

### **(III) Advice and Actions for the Novel Coronavirus**

28. How is the University responding to the novel coronavirus situation?

The University's Task Force on Response Actions for the novel coronavirus led by the Vice President (Campus Development and Facilities) is closely monitoring the development of the novel coronavirus situation and making reference to the recommendations of the CHP. A daily update on the University arrangement, measures for disease prevention and control, and confirmed and reported cases in Hong Kong is provided to staff and students via email starting from 29 January 2020. Please see the updated University Notices for Students at: [https://www.polyu.edu.hk/cpa/notices/index\\_student.php](https://www.polyu.edu.hk/cpa/notices/index_student.php)

29. What special measures are implemented in the time of novel coronavirus?

- All students who have visited the Mainland (not only limited to Hubei Province) in the past 14 days are required to take following steps **UPON RETURN TO HONG KONG:**
  - a. Complete an [e-Travel Declaration Form](#) (please press this link to fill in your input if you have not done so. To facilitate your department and Dean of Students Office to manage the submission records, you are strongly advised NOT to submit the Form by email)
  - b. Undertake self-quarantine for 14 days.
- Suspension of large-scale activities, and reporting/declaration relating to the novel coronavirus should continue until further notice;
- No face-to-face teaching activities to be conducted in Hong Kong and Mainland China. All online teaching and learning will be held at the scheduled class time as shown in the class timetables;
- Teaching and learning activities in the forms of practicum, experiment and training will be suspended; and
- Students who need to come back to campus for essential activities should take precautionary measures, e.g. wearing surgical masks and/or glasses/goggles and undergoing body temperature screening at the entrance before entering the campus.

The University will closely monitor the situation and decide on appropriate measures.

30. What should I do if I have met someone who has contracted, reported or confirmed of novel coronavirus infection?

If you have developed a fever or suspected symptoms of the novel coronavirus, you should immediately consult the doctor. Once it is confirmed that you have contracted the disease, you should immediately notify your hosting department and the Dean of Students Office (Tel. (852) 3400 2602; Email: [dso.info@polyu.edu.hk](mailto:dso.info@polyu.edu.hk)).

If your family or household member has contracted the novel coronavirus and he/she has not shown any symptoms of the disease **OR** if your family or household member is appealed by the CHP as a suspected close contact of passengers contracting the novel coronavirus in an aircraft or a train, you should:

- Notify your hosting department and the Dean of Students Office (Tel. (852) 3400 2602; Email: [dso.info@polyu.edu.hk](mailto:dso.info@polyu.edu.hk)) immediately; and
- Contact the CHP. The CHP has set up a hotline (Tel. (852) 2125 1122) for the cases, which operates from 8:00 am to 9:00 pm daily to answer public enquiries.

Please refer to the following website for the latest updates:  
<https://www.info.gov.hk/gia/general/202001/23/P2020012300914.htm>

**(IV) Other, including Campus, Services and Activities**

31. Do I need to wear a mask on campus?



All students and staff should wear a surgical mask, especially in crowded areas such as public spaces and lecture theatres.

32. Are University facilities open and services available between now and 14 March 2020?

- **Pao Yue Kong Library**

Please check the [Library Homepage](#) for further announcements and latest updates about Library's opening hours and other arrangements.

- **University Health Service**

Professional advice is available to students from the UHS which has set up a first aid station at Room AG 206 on main campus and a temporary clinic at the Hung Hom Student Hall of Residence.

In order to reduce the risk of the spread of the novel coronavirus infection, the Traditional Chinese Medicine consultation, laboratory service and web appointment system have been suspended until further notice. For enquiries, please call (852) 2766 5433.

For relevant information and health advice on Severe Respiratory Disease associated with a Novel Infectious Agent, please refer to:

<https://www.chp.gov.hk/en/features/102465.html>

<https://www.chp.gov.hk/en/healthtopics/content/24/102466.html>

- **Student Counselling Service**

Students in need of counselling support during online teaching period may contact the student counsellors through the below ways:

(1) By phone at (852) 2766 6800 during our office hours (Monday – Friday: 9:00 am – 6:00 pm)

(2) Email: [ocw.sc@polyu.edu.hk](mailto:ocw.sc@polyu.edu.hk)

(3) [PolyU LINE: Non-Office Hours Student Counselling Hotline Service](#)

- Hotline: (852) 3161 8123

- 6:00 pm to 9:00 am (Monday – Friday)

- 24 hours round the clock on Saturday, Sunday and Public Holidays

- **Sport Facilities**

On-campus sports facilities are temporary closed until further notice. For enquiries, please contact the Sports Centre Hotline at (852) 2766 6778.

- **Catering Facilities**

There is limited catering service during this period. For enquiries on the opening hours of the canteens and restaurants, please call (852) 3400 2385. Relevant notices will be sent to all staff and students from time to time.

For further information and updates, please visit the University Notice for Students at: [https://www.polyu.edu.hk/cpa/notices/index\\_student.php](https://www.polyu.edu.hk/cpa/notices/index_student.php)

(V) **Enquiry/Support**

33. Who can I approach for advice and help?

Please contact your Department Head, programme leaders and teachers, as well as the Dean of Students Office (Tel. (852) 3400 2602; Email: [dso.info@polyu.edu.hk](mailto:dso.info@polyu.edu.hk)) if you have any difficulties or enquiries. They are ready to help you.

34. How can I get the latest updates of University Notice?

Please check out the updated University Notices for Students at: [https://www.polyu.edu.hk/cpa/notices/index\\_student.php](https://www.polyu.edu.hk/cpa/notices/index_student.php)

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