

## FAQs on the CEU UCH dual-mode approach for 2020-21

### 1. When will lectures begin in 2020-21?

If you're a new international student, then the academic year begins for you on 14<sup>th</sup> September.

If you're a new student from Spain, then your first day will be on 15<sup>th</sup> September.

If you're beginning your second or a later year, then your lectures begin on 15<sup>th</sup> September.

### 2. What will the first few days be like?

If you're a new student, you can see all the information about the Welcome Days here: <https://www.uchceu.es/actividades/bienvenida#actividades>

If you're going into your second or a later year, then it's important to bear in mind that the first two weeks of lectures will have a special structure. We want all students to get both the experience of being on campus with all the safety measures in place and that of following lectures online. Your faculty will let you know via email and the intranet about which days you should come to campus and which days you should be online.

These two weeks will enable every student to try out the University's new dual mode approach, so that, on the one hand, you can get used to attending lectures while complying with the safety procedures and, on the other, you get a taste of the online, multi-camera lecture experience.

### 3. Do we have to wear a mask on campus and in lectures?

On 17<sup>th</sup> July 2020, the minister for health of the Valencian regional government, the *Consellera de Sanitat Universal i Salut Pública*, issued a decree, adopting and modifying the additional and complementary measures agreed by the Valencian government on 19<sup>th</sup> June, regarding COVID-19 safety measures. This makes it obligatory for everyone to wear a mask when moving about the campus, the University facilities and in lectures.

### 4. How will lectures work this year?

Teaching in 2020-21 will use a HyFlex, dual-mode approach. This model will enable those students who are unable to attend lectures in person to continue their education without interruption online through the use of HyFlex (i.e. hybrid and flexible) technology. Read more about this approach here: <https://www.uchceu.com/en/teaching-model>

The HyFlex equipment in our classrooms makes it possible for lecturers to teach both students in the room and those following the session at home online, in an interactive and engaging fashion for everyone. These sessions will also be recorded, so that those unable to attend them live due to time zone differences can watch them back at any time.

In this regard, it is important to bear the following in mind:

- a) There will be students who, as has been detailed in the 2020-21 Action Plan and other information, will be given an exemption from in-person attendance at lectures and who will therefore attend them online during the whole semester or a part of it. For more information on exemptions, see question 5.
- b) The first two weeks will be organized so that all students can have the experience of attending lectures in person, on campus (apart from those awarded an exemption; see question 5) and the experience of attending lectures online.
- c) From the third week onwards and to ensure that the whole process is appropriately coordinated and safe, the procedure will be as follows:
  - a. There will be health checks at all entrances to campus buildings. Please take into account that there may be queues at peak times. Therefore, we recommend that you allow sufficient time for this – you should arrive at least 15 minutes early.
  - b. In order to attend lectures and other activities in person, students must notify the University of this by filling in a form available on the intranet. By doing so, the University will be able to ensure that the optimum health and safety procedures are ready and in place at all campus facilities, as the University will have a reliable estimate of those present in and around campus facilities.  
Students must fill in the form by the deadline set by the University. The system will then be able to inform students one or two weeks ahead of time of the number of people likely to be present in and around the teaching facilities for their degree on a given day. In some cases, the system may notify students that they cannot attend

lectures in person in certain rooms for a period of time. If this is the case, the students affected will be notified in good time, so that they can ensure that they are able to attend the lectures taking place in those rooms online. This prior notification system for students will remain in place for as long as the health situation demands.

- c. Students will not be required to undertake prior notification of attendance in person at practical activities due to take place at University facilities. The reason for this is that the practical training groups are small in size and do not require additional safety coordination procedures.

## **5. Can I apply for an exemption from attending lectures in person for a period?**

Yes, you can. You'll be able to request an exemption from late July and throughout the academic year. You can change your request at any time: so, even if you've been granted an exemption, you can still change back to in-person attendance. You can submit your request via the intranet or a link you will receive via email.

An exemption will mean: you'll be able to follow lectures for part of the year online; your practical training activities will be moved to a special period; and the assessment system will be adjusted to take your mode of attendance into account.

In general, these exemptions will be granted to students with difficulties in travelling to campus, to those with specific health problems and to those who live with people in high-risk groups.

## **6. What about practical activities and placements?**

Those activities which are of an inherently "practical" nature and which cannot take place online will always require students' physical presence on campus. External practical training and placements will, in general and with certain exceptions, require students' physical presence at the host organization or company.

For those practical activities that take place at CEU facilities, students will be placed into groups and the activities organized in line with safety procedures.

External practical training and placements (i.e. activities not taking place at CEU facilities) will be organized in such a way as to ensure that every student can

carry them out, with modifications being made to the training schedule if required. The University will also modify the assessment calendar if necessary, so that all students can complete their external practical training.

If the University gives you an exemption from attending lectures in person for part or all of the semester, then you will also be given a special schedule for practical training which will take into account your circumstances.

### **7. How can I participate in class if I'm following the session online?**

You can use any device to connect to the session via a link and start taking part in just one click. That means, for example, that you can choose the camera view you want and change it whenever you need. In one click, you can see the class just as if you were seated in the fourth row, or choose a different view to see how those physically present ask questions. You can even come face to face with your lecturer and interact with him or her – just as if you were physically in the room. So, you can follow and participate in the class, while directing your own live feed of it from your own home, using a range of different cameras.

You can also set up a live session with your classmates for team-working, even if some are online at home and others are in the classroom.

Check out this video for more information:  
[https://www.youtube.com/watch?v=2LgsqZfMw54&feature=emb\\_logo](https://www.youtube.com/watch?v=2LgsqZfMw54&feature=emb_logo)

### **8. Is there a minimum attendance requirement for my courses, whether I'm attending in person or online?**

The requirements for continuous assessment are laid out in each course guide, in the same way as has always been the case. This will be no different in 2020-21.

### **9. When and where will I be able to see my timetable?**

The lecture timetables will be published in September before lectures begin. They'll be made available on the University website, in the section for your degree, and on the intranet. Of course, lecture times will be the same whether you attend lectures on campus or online, as students connecting online will be following lectures in real time.

You can also watch back any lecture you've missed or which you weren't able to attend live – for example, if you live in a different time zone. All the sessions will be recorded and available to you on our online platform.

**10. Will there be online tutorials?**

Yes. You can have tutorials with your lecturers in their office or online.

**11. What will the final examinations be like?**

In general, the final examinations will take place in person, on campus, but the University has contingency plans in place for these to occur online if health considerations make this necessary.

Those students who can demonstrate that there are special circumstances which make it impossible for them to sit their examinations in person can sit them online or undertake oral assessments via video-link. The time and date of the examination may be also modified to suit these circumstances. In the case of assessments of a practical nature which cannot place online, changes may be made to the assessment calendar to ensure that student needs are met.

**12. What will the continuous assessment activities be like?**

In general, continuous assessment activities will take place in person. However, the University has contingency plans in place for these to occur online if health conditions make this necessary.

Those students who can demonstrate that there are special circumstances which make it impossible for them to participate in continuous assessment activities in person may do so online or undertake oral assessments via video-link. In the case of assessment activities which cannot take place online, an alternative assessment system will be put in place.

**13. Will the content and target competences of my courses be changed to adapt to the special circumstances of the 2020-21 academic year?**

No. Our teaching approach and use of technology have been modified and adapted precisely to ensure that our students' target competences and learning outcomes do not have to be changed. So, your courses will have the same number of ECTS credits, the same target competences, the same assessment objectives, the same practical and theoretical content, etc.

**14. Is there a discount of any kind for those who follow lectures online?**

There's no difference in price between in-person and online attendance at lectures. The fees for each study programme are not linked to whether the student comes to campus or not. The target competences for each study programme are the same as for a normal academic year: with our dual-mode approach and the adapted practical training periods, all our students will be able to learn what they need to, regardless of their circumstances.

**15. What if there is paperwork I need to submit, but I can't come to campus?**

You'll be able to fill in and submit online practically any form or document required by the University.

**16. What if I can't access the student portal or the online platform to follow my lectures? What can I do?**

On the intranet, there is a section called 'Incidencias' (incident reports). There's a form you can fill in to notify the University's IT service to let them know the nature of the problem you're experiencing, and they'll try to resolve your problem as quickly as possible.

**17. What safety measures have been put in place for the 2020-21 academic year?**

The FUNDACION UNIVERSITARIA SAN PABLO CEU, which owns the University, has been awarded AENOR's ISO 45001:208 certification for its occupational health and safety management system.

All the University's facilities have undergone an external audit carried out by AUDELCO. The outcome is that we are now certified as a COVID-19 protected space.

These two forms of recognition of our systems demonstrate CEU's commitment to keeping our community safe and they allow us to present our facilities as places in which you can feel confident of your health and safety.

**18. What should I do if I've been to campus and then I realize that I have symptoms? What if I live with or have been in contact with someone who has tested positive for COVID-19?**

If you have symptoms consistent with COVID-19, or someone you are in close contact with does, then, first of all, you must not come to campus. You must contact the healthcare services and follow their advice.

The University will also set up a reporting service, so that you can notify us of your circumstances. Then, we can activate our tracing protocol, so that we can identify and notify all those people who you have been in close contact with.

**19. If I'm ill with COVID-19 or I have to self-isolate and stay at home, how will this affect my assessment?**

Our dual-mode approach means that you don't have to miss any of the activities for your courses, including the final examinations. You can also still take part in online tutorials with your lecturer. So, you'll still be able to keep up with your courses and take part in the assessment process, even if this means that we have to modify the examination calendar just for you.

**20. How can I keep up to date with all the action taken by the CEU Cardenal Herrera University during the COVID-19 crisis?**

Check out this section of our website, which is regularly updated.

<https://www.uchceu.com/en/teaching-model>

There's also important information available to you on the intranet.