

CEU Cardenal Herrera University FAQs on COVID-19

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Has academic activity at the University stopped?

In-person teaching has been suspended until further notice, but teaching activity has been transferred to the University's online teaching platform, Blackboard. Students will receive specific instructions for each of their courses on a weekly basis via this platform. If you have any questions in this regard, write to your lecturer or the Vice-Dean for your degree.

Students will be notified personally of important dates and special timetables via Blackboard.

All our students should be able to access the University's online platform and other online resources – all students, no matter what their circumstances may be. Therefore, if you are experiencing problems accessing these resources, contact the IT service or send an email to the Vice-Dean for your degree, your personal tutor or one of your lecturers.

What will happen with lectures in April and May?

Given the current situation, and the new measures put in place by the Spanish government, the University has decided to extend the current way of working for the time being. With the information currently available, it is not possible at this time to say on what date in-person educational activities will be able to restart.

The most likely scenario is that we will continue with online teaching and learning until the end of May. If this occurs, this does not necessarily mean that this will be followed by an examination period, as was originally planned. The academic calendar will need to be adapted to enable a period for certain in-person educational activities to take place. It is likely that these activities, at least in the first few weeks, would not follow the normal format, as they will need to be undertaken in a manner consistent with the instructions of the health authorities. For example, it may be that groups will need to be small if participants are required to stay a safe distance away from each other.

How will in-person teaching be restarted and when?

It is not yet possible to say when this will happen, and different action plans are being prepared for the most likely dates on which in-person teaching will be restarted. With the information available today, it is likely that each degree will have different calendars for the rescheduled in-person activities, whether these are theoretical sessions, practical sessions or placements. There will also be different examination schedules. These

activities will be programmed to ensure that all students have the opportunity to successfully acquire the appropriate knowledge and skills for each course they are enrolled on. As soon as we have more certainty regarding the implementation of these plans – in other words, when the health authorities provide an indication of when in-person activities can be restarted – the relevant announcements will be made.

What form will assessment take?

Preparations are being made to ensure that continuous assessment and final examinations can be undertaken online. We must prepare ourselves to assess in this way, even if it may not ultimately be necessary to do so, as we may, in end, be able to schedule in-person examinations appropriately. Another possibility being considered is that, in some courses, part of the assessment may take place online on one particular date, and the more practical component may be examined in person later, after students have undertaken rescheduled practical sessions or placements.

We are in the process of implementing a “proctoring” tool for online examinations. This application includes a system for the facial recognition of candidates and the analysis of the sound in the room in which the examination is taking place, etc. Before this system is used for examinations, training sessions with each group of students will take place, probably at the end of April or the beginning of May. Information regarding the technical requirements, guidance for undertaking these examinations and support mechanisms will be provided in due course.

Is the University open?

The University’s basic services are continuing to operate and are available to students online and via telephone.

Are the University’s libraries open?

They are closed, but you can access the digital resources via the University website. You can see a list of all the services which are still available here: <https://blog.uchceu.es/biblioteca/biblioteca-crai-uch-sigue-conectada-contigo/>

There’s also a chat service available on the Library section of the University website, from Mondays to Fridays, 9 am to 7 pm. You can also email the Library: biblio@uchceu.es

If you have any books out on loan, you can return these when the Library facilities re-open.

Is the University's Dental Clinic open?

The Clinic reopened on 4th May for urgent appointments only, which can be arranged by telephoning the Clinic. Further services will be made available as and when this is recommended by the health authorities. For more information, go to the Clinic's webpage: <https://www.uchceu.es/clinica-odontologica-universitaria>

Is the University's veterinary hospital, the Hospital Clínico Veterinario, open?

The Hospital Clínico Veterinario reopened on 4th May, for pre-arranged appointments only. These can be arranged by telephone. For more information, go to the HCV's webpage: <https://www.uchceu.es/hospital-clinico-veterinario>

How can I contact a lecturer or other staff members at the University?

Just write their name into the Directory on our website and you'll be able to find their telephone number and email address: <https://www.uchceu.es/directorio/>

What about placements?

All external practical training has been suspended. However, if a student is already undertaking a placement and wishes to continue with it, then he or she may do so, for as long as the host organization or host country allows this. It is important to note that this does not apply to the placements for those degrees which have already been expressly suspended in Spain, i.e. those for Medicine, Nursing, Physiotherapy and Pharmacy.

In any case, the University recommends that students refrain from undertaking placements until further notice. It is better to stay at home and to prioritize your own health and that of those around you, rather than a placement. In due course, new arrangements will be made and special schedules drawn up to enable students to undertake their external practical training activities.

If I am a student and I need help, what can I do?

Although all in-person academic activities have been suspended, many of the University's services continue to operate. If you need help of some kind, if you are alone because you are not from the Valencia region, or even if you are but have a special requirement which is not of an academic nature, then you can:

- Consult the self-reference material located on the intranet and follow the instructions of the health authorities.
- Contact us at the University so that we can help you. The University will consider your circumstances and then search for, or put in place, the resources you need. In such a case, the procedure will be as follows:

- You or those in close contact with you can get in touch with the University via:
 - The University switchboard: (+34) 96 1369000
 - Email: alumnado@uchceu.es. For general issues. The account is monitored by staff at the Office of the Vice-Rector for Students and University Life.

Er services Email: orientacion@uchceu.es (in Spanish) or orientation@uchceu.es (in English and French). For more personal issues. This account is monitored by the University Guidance Service and all information provided will be treated as confidential.
- You or those in close contact with you should provide as much information as possible regarding the situation.
- The University staff will then pass on this information, if required, to those in a position to appropriately consider and address the situation.
- The relevant arrangements will then be determined and implemented.
- The result of the process will then be assessed and consideration will be given to any further action to take.

Can I use any University services in person?

The University will continue to provide a minimal level of service, but in-person use of the University's services must be avoided. Please use the telephone numbers and email addresses which are available on the website.

How can I get information regarding the enrolment process for study programmes beginning in 2020-21?

Students residing in Spain

We are continuing to attend to queries from prospective students. You can see a list of useful points of contact here: <https://www.uchceu.es/contacto>

Please do not come in person to the University. Instead, please call or contact us via email.

The admissions process is open and you can find all the information you need in the "Nuevo Estudiante" section of the website: <https://www.uchceu.es/nuevo-alumno>

For further information regarding admissions to Bachelor's Degree programmes (important dates, the online interview system, etc.), go to <https://www.uchceu.es/nuevo-alumno/grado>

For further information regarding admissions to postgraduate programmes (important dates, online interview systems, etc.), go to <https://www.uchceu.es/nuevo-alumno/posgrado>

International applicants

If you are an international applicant, the admissions process is open and our usual information channels are running as normal: <https://www.uchceu.com/en/contact>. All information regarding the process is available at <https://www.uchceu.com/en/new-student>.

If you have already begun the international admissions process, your personal adviser will continue to be available to you via email and WhatsApp.

How long will these special arrangements be in place?

It is not known at this time how long these arrangements will remain in place. If the situation changes, this will be announced via our official communication channels.

Will this special situation affect the calendar for this academic year?

We are drawing up a contingency plan to make any necessary modifications to the calendar for this academic year. It is indeed the case that, in these exceptional circumstances, changes to the lecture and exam schedule, and related administrative tasks, may well occur. The University's contingency plan for the end of the academic year will ensure that students can acquire the target knowledge and skills they had planned for this academic year, in a time-flexible and method-flexible manner. Our aim is to ensure that no-one's hard work and effort during this academic year goes to waste.

The contingency plan allows for a range of catch-up in-person practical training sessions at the University's facilities and elsewhere. A range of different measures has also been drawn up taking into account the different possible dates on which in-person activities can recommence, on the basis of both the schedules set by the Ministry of Education and the University's room for autonomous action.

As soon as we know what the general framework will be for these action plans and that the information available on the epidemic indicates that the situation is relatively stable, these plans will be communicated to students. This will be done in good time, and different calendar options and assessment possibilities will be offered to those who require extra flexibility due to being far away or who have some difficulty in coming to the University's facilities.

In short, planning is taking place at a general level regarding academic activity over the next few months, but more specific planning is taking place for each study programme, each study year, and even for particular groups of students, on the basis of their particular personal situations or place of residence.

I have an Erasmus grant for next year. Can I still go?

At this moment in time, the process has not changed. If modifications were required, those affected will be informed in due course.

Will the admissions tests for Medicine still take place on 30th May?

The tests are still scheduled to take place on this date and we are preparing for the possibility that they may take place online. In any case, those who have applied to undertake the test for admission to Medicine will receive relevant information in due course.

I have a grant to work as a student assistant (*beca de colaboración*), but this situation means that I can't do the tasks assigned to me. Will I still receive the grant payments due to me for the rest of the academic year?

Yes, you'll still receive the grant that you have been allocated as a student assistant, even if you can't do any of the tasks assigned to you. You'll receive the amounts due to you every month as normal.

This situation has seriously affected my financial situation. What can I do?

A special service has been set up to deal with cases of students whose financial situation has been affected and to personally advise them. To use this service, contact the student administration service, *Administración de Alumnos*. If you're having problems contacting them, write to alumnado@uchceu.es and your information will be passed on to them. For us to help you, please explain in your email what your situation is and provide us with appropriate contact details, so that we can write to you or call you. We will consider your circumstances and then provide you with a personalized set of options.

Will we be able to undertake the in-person activities at a different time?

The University's contingency plan guarantees that students will be able to acquire the relevant target knowledge and skills. To do this, we plan to use blended learning, combining the use of online sessions on the University digital platform with rescheduled in-person activities on the dates on which this is possible. This may entail the modification of the teaching and examination schedules. Such modifications will be announced via official channels as soon as they have been confirmed. Given the changing circumstances we are currently experiencing, it is not possible for us to announce any such changes at the present time.

We are working hard to ensure that this extraordinary situation does not prevent our students from being able to be awarded the credits they have enrolled on, as appropriate. The objective is to prevent these circumstances from affecting our students academic and professional plans for the future. It may be that some academic activities which properly belong to the 2019-20 academic year (end-of-degree projects, placements and assessments) may take place outside of the normal timeframe – possibly in September or October. Such arrangements may be applied differently in different degrees, depending on the relevant needs and the structure of these programmes.

It is very likely that the calendar for the end of the academic year and assessment will be different for each programme, as it may also be for the rescheduled in-person activities, whether these are of a theoretical or practical nature. Undertaking some of these in-person activities may be voluntary, as in some programmes the sum of the hours of the online sessions and the rescheduled in-person theoretical or practical sessions may exceed the number of hours required for the award of the relevant ECTS credits.

Will this affect student assessment?

By putting in place the online training plan via Blackboard, adjusting the academic calendar, rescheduling exams and implementing other special measures, the University aims to ensure that students can learn the skills and knowledge they require and that the appropriate assessment of this will not be affected. Mechanisms are being put in place to ensure that no student is negatively affected and the new academic calendar will be designed with this in mind.

If I have already begun an administrative process at the University, are deadlines and response times affected?

Response times for administrative purposes were suspended on 12th March at 9pm. Therefore, and until further notice, the periods of time allowed for response in such cases are to be considered as having been paused at that time.

If, at the end of this special period and as a consequence of it, there were personal or family circumstances that affected my ability to study at the University, what would happen? What could I do?

If that occurred, then each case would be assessed on its merits to find the best possible solution. Schedules, important dates, and assessment systems could be modified if necessary in particular cases. Administrative systems and procedures at all levels of the University could be modified to meet specific needs, where appropriate.