

ONLINE DISTANCE LEARNING (ODL) HANDBOOK



**MALAYSIA UNIVERSITY OF SCIENCE
& TECHNOLOGY**

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ABOUT MUST UNIVERSITY

INTRODUCTION

Malaysia University of Science and Technology (MUST) was established in January 1997. It is a research-based private university and in its formative years, MUST was fully supported and assisted by Massachusetts Institute of Technology (MIT), United States. MIT's assistance includes developing postgraduate programs, course materials, IT infrastructure, library resources and industry collaborations. In 1995, the former Prime Minister, Tun Dr. Mahathir Mohammad and a delegation from Malaysia made a working visit to Massachusetts Institute of Technology (MIT) and endorsed the establishment of Malaysia University of Science and Technology modelled after MIT. The MIT model provides the impetus for Malaysia University of Science and Technology to provide good education and produce research scientists, engineers, technologists, and entrepreneurs to meet industry demands.

MUST is registered with the Ministry of Higher Education, Government of Malaysia as a tertiary educational institution under Sections 38 and 39 of the Private Higher Educational Institutions Act of 1996. MUST was initially set up as a collaboration between MUST Ehsan Foundation and the Massachusetts Institute of Technology (MIT) offering postgraduate programs. MUST postgraduate programs have delivered and continues to deliver substantial human capital to industry. After having achieved great success in running postgraduate programs, it now offers undergraduate, pre-university and certification programs as well. In view of its strong collaboration with industry partners, MUST offers Executive Diplomas and Skill-based Certificate programs to support working adults.

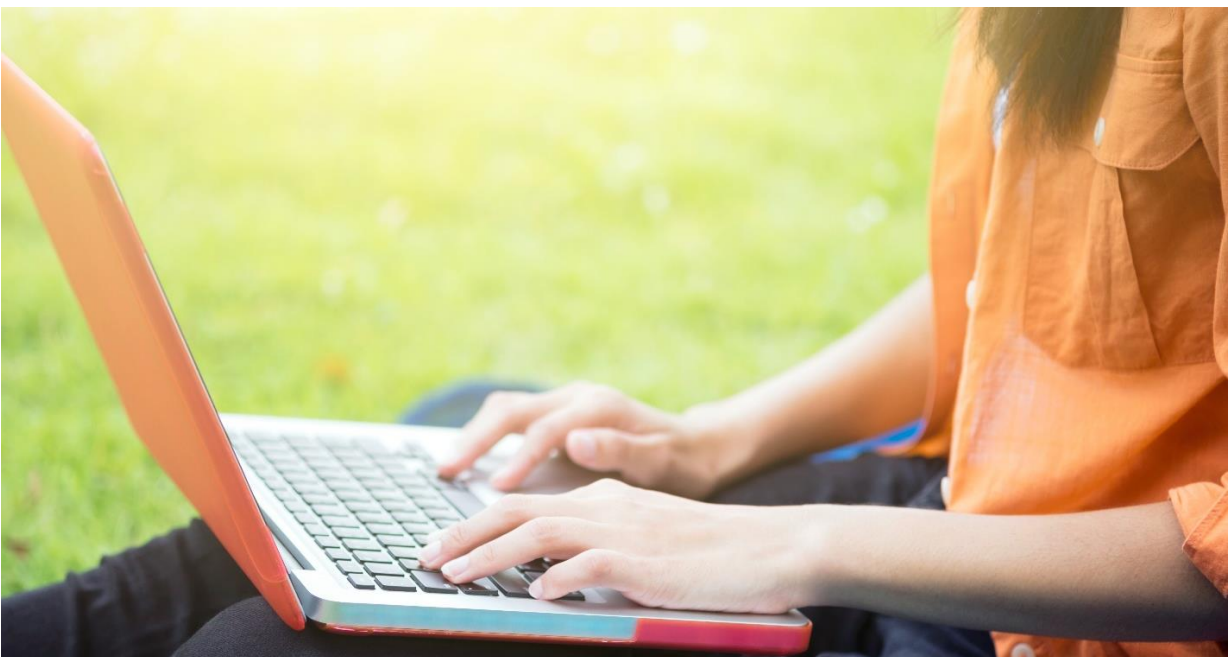
To be a reputable university that provides quality education and produces professionals

OUR PROGRAMME IN BRIEF

Bachelor of Science (Hons) Information Technology

Designed to produce highly skilled knowledge workers in science and technology and trained in entrepreneurship and management. A cross-disciplinary field of study that involves the design, application and use of the Internet not only in technical aspect, but social and cultural implications of the Internet are taken into consideration as well. It will generate Internet Engineering specialist and further strengthen the country's position as leader in the field of Internet Engineering.

Graduates from this programme may fill the position of consultants, managers or researchers who need skills especially in the field of Internet Communication, Network Management, Mobile and Wireless Communications, Internet Security, Advanced Web Technology, Internet Governance, IT and Network Programming. They can accommodate job such as Internet Engineer, Internet Architect, Senior Web Developer, Senior Network Engineer, IT Manager, Systems Engineer, Senior Sales Engineer, Enterprise Product Manager, Network Administrator & Project Manager.



ADMISSION

- ✓ A pass in Matriculation or Foundation studies with minimum CGPA of 2.0 and a credit in Mathematics at SPM level or its equivalent; OR
- ✓ A pass in STPM with a minimum Grade C (GP 2.0) in any 2 subjects and a credit in Mathematics at SPM level or its equivalent; OR
- ✓ A Diploma in Computer Science or Software Engineering or Information Technology or Information Systems or equivalent with a minimum CGPA 2.5 and a credit in Mathematics at SPM level or its equivalent; OR
- ✓ Any other Diploma in Science and technology or business studies with a minimum CGPA of 2.5 may be admitted, subject to a rigorous internal assessment process and a credit in Mathematics at SPM level or its equivalent.

**Candidates with CGPA below 2.5 but above 2.0 with a credit in Mathematics at SPM level or its equivalent may be admitted, subject to a rigorous internal assessment process.*

** Candidate with a credit in computing related subject at SPM or STPM level or its equivalent may be given preferential consideration.*



HARDWARE & SOFTWARE REQUIREMENTS

Computer Access

All students will have access to ODL learning platform & video conferencing tool, and there will be accompanying professional learning for academic staff to ensure delivery of consistent programs and access to quality teaching. Your lecturers will also record lecture video and publish it in ODL platform in case if you miss the live online session. Thus, you will need access to a computer, internet connection (high speed connection is preferable) and up-to-date web browser.

Computer Requirements

The following are minimum requirement of the computer hardware and software. Please understand that these are the minimum requirements. You should check with your instructor for any other hardware/software requirements specific to your course. You can also find this information in the course syllabus.

 Microsoft Microsoft	 Macintosh Mac
Operating System: <i>Windows 7 or higher</i> Processor Speed/Type: <i>2.0 GHz or higher</i> CPU Memory (RAM): <i>4 GB or higher</i> Productivity Software: <i>Microsoft Office and/or Office 365</i> Video Conferencing: <i>Microsoft Team</i>	Operating System: <i>MAC OS X 10.6</i> Processor Speed/Type: <i>2.0 GHz or higher</i> CPU Memory (RAM): <i>4 GB or higher</i> Productivity Software: <i>Office Suite for Mac</i> Video Conferencing: <i>Microsoft Team</i>

Browser Support

Some internet browsers will not function or display content correctly on the websites. We recommend that you use Google Chrome or Mozilla Firefox.

MUST ODL Platform is compatible with any standard's compliant web browser.

- Chrome
- Firefox
- Safari (Mac)

Mobile:

- Mobile Safari
- Google Chrome

Any changes in the minimum specifications will be updated on the ODL Platform.

Computer Skills

Your lecturers may require you to upload assignments or files. To create these files, you need to have access to an office suite and familiar with word processing tool, accessing online resources such as online library, file management tool. Our recommendations are using the Microsoft Office Suite or Google G Suite. You can find more information about these suites:

1. [Google Workplace](#)
2. [Microsoft Office Suite](#)

BECOMING AN ODL STUDENT

Student Identity Verification

MUST verifies the identity of a student who participates in Open Distance Learning through at least one of the following options:

- (i) A secure login and pass code**
- (ii) Proctored examination**

Proctored examinations may be required for a summative assessment for certain courses. If required, a qualified proctor, approved by the instructor, must verify the identity of the student taking the exam. Online proctoring is also available as an alternative to verify student identity.

Student Orientation

First-time distance learning students are required to complete the ‘ODL Student Orientation course’ prior to the start of classes. The orientation will also show up in your class list under ‘My courses’ in the ODL learning management system. The online orientation helps to familiarize students with the Moodle environment and outlines key strategies for success as an online student.

Your Responsibility

As a MUST ODL student, you are required to comply with the rules and regulations. Students must register for the courses at the beginning of the semester, pay the tuition fees, and practice academic integrity during the studies.

COURSE & EXAMINATION

Admission of Regular Students to University Programs

Prospect students may apply for admission through following methods:

- 1. Online application – application form is filled in online and submitted to Malaysia University of Science and Technology once Submit button is clicked.**
- 2. Electronic Application – application form is downloaded, filled in and emailed back to Malaysia University of Science and Technology**
- 3. Paper Application – application form is printed and the form is manually filled-in before submitting to Malaysia University of Science and Technology by mail/courier/walk-in.**

Admission to any University course shall be according to the resolution of the Senate and shall be subject to the following:

- a) Payment of specified fees;**
- b) Registration as a student for a program by signing the Students' Register during admission to the University; and**
- c) Registration at the beginning of every academic year for the full duration of the course.**

The admission policy and mechanism are free from discrimination and bias as it follows a standardized procedure.

Course Orientation

The Orientation programme, officially begins on the week before the commencement of the academic session. Orientation is more than a cursory introduction to a university. You are invited to attend a day long orientation programme conducted at

the university at the beginning of each scheduled student intake. An academic staff will lead the orientation programme and briefs the students on the ODL educational model, basic learning skills and time management skills, the role of tutorials and assignments and what it takes to be successful as a self- learner in the ODL site. This can also be obtained from video recording online. You are also briefed and shown how to log on to the ODL site as well as the E-library. You will also receive a briefing on the various administrative procedures including academy calendar and courses registrations.

Course Registration & Withdrawal

You are required to register in their courses at the beginning of the semester and before the course start. Failure to register in your course for a semester will lead to the termination of your study. A student must be registered in a minimum of one course in the normal semester. You should register on time to avoid the late registration fees. One week after the orientation, you will meet their lecturer at the first tutorial session online when details of the lecturer's availability for telephone consultation sessions and other logistic arrangements are also provided. You are encourage to introduce yourself during the ice-breaking session.

You may submit an application to the registrar for withdrawal from any courses that you registered in the current semester within the prescribed duration, subject to the minimum credit. If you withdraws from all courses, you will be given a deferment of the study, subject to the deferment regulations. Such an application must be made by the tenth (10th) week.

Course Information

The course information or course plan is a document that explains the scope of your course. It lists the assignments, due dates, assessment criteria, and course objectives & learning outcomes. It also contains your lecturer's contact information. Other

information that can be founded in course plan include grades, course materials, and references. The course information can be found at the top of the Course Page of your course.

Class Attendance

As an ODL student, you are not required to be physically present for your class. However, you must achieve at least 20% involvement in a course by mid of the semester. Your attendance and participation is calculated in weekly assignment, test, or discussion post, training & accessing self-directed learning materials, not simply by site visits reported by the statistics tool. Students who do not meet the specified percentage of participation may be listed at student at-drop-risk or withdrawn from a course. Please contact your instructor should you have any problem related to completing your assignments.

Monitoring of Course Participation

Your lecturers will monitor your online participation using the course and activity completion and learning analytics dashboard in the ODL system. Your lecturers will be able to identify students who have not login and access to the course page and who have not submit their assignment, quiz and have not complete summative and formative assessment or at-drop-risk student. You will receive message notification to remind them to actively involved in online activities. Students will also be able to check their online interactive records and attendance online which will be display at the dashboard page. For those students who at the drop risk, they will be contacted by lecturers to improve their academic results.

Assessment Procedures

The Assessment Criteria for ODL are:

- i. Assignments (30%)
- ii. Participation in Forums (20%)
- iii. Individual Project (20%)
- iv. Final Exam (30%)

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- a. All the assessment material shall be shared through the online platform (ODL Platform/Microsoft Team)
 - b. The assessment material should have clear indication of the marking schemes and marks allocated for it with clear indication and instruction on timeline and procedure to complete the assignment successfully.
 - c. Assessment through Quiz, Tests and Mid-term exam shall be assessed either as assignment/ take-home test/online quiz using Microsoft form or ODL platform. The lectures shall use his/her own discretion to determine the format of questions and answers for this assessment.
 - d. Answer Booklet for final exam: For ODL method of exam, there shall be no traditional answer booklet provided to the candidate. In-place a customized system shall be provided to the students.

Examination & Proctor Exam

Some courses may require you to sit for proctor exam to ensure security and integrity of the exam. The proctoring process may be conducted via online proctoring or face-to-face proctoring. For the face-to-face proctoring, we will assign identified proctors to monitor the exam session. We will inform you the location of the exam center, such as exam hall in university two weeks before the exam. Alternatively, your lecturers may also require you to use the online proctoring system. Training or mockup exam will be provided so that you get prepared to sit for online exam.

Appeal of Assessment Results

Students who have evidence that the mark or result they were awarded for an assessment task is inaccurate, are encouraged to raise their concerns with the Unit Coordinator. Students must give notice to appeal within fourteen (14) days after receiving the results from the Examination Board.

Student Originality Of Course Work

- **The students upload original work to ODL platform.**
- **Monitoring of submission of work such as verification of the student signature block, patterns of writing styles, and student interaction styles.**
- **The Academic Staff will check for plagiarism or substitution of work via tool sets and patterns of work by students.**

Academic Dishonesty

- **Students must complete their own tests/exams/quizzes given online. Failure to do their own work will result in a student receiving a letter grade of “F” for that course.**
- **Any student found to have used any kind of identification fraud in an online course where they are not the one doing the required work and sign-up for courses will automatically be dismissed from participating the courses.**
- **The University are encouraged to verify student identities through techniques such as a requirement in the syllabus to use video conference for discussions, at least on a random basis and phone calls to students.**



STUDENT SUPPORT & SERVICE

We provides academic resources, including access to the libraries, writing center and personal tutoring, career advice, IT support, counseling, peer to peer support & more.

LIBRARY SYSTEM

The <http://library.must.edu.my/> page provides students to a wide range of online library resources: online databases, e-journals, and e-books. You need to log in using your StudentID credentials.

BARRACUDA SYSTEM

The <https://sis.sqayy.com/stud/> is your one-stop portal that show you the resources such as:

- ✓ Admission Records
- ✓ Fee Statements
- ✓ Course Registration
- ✓ Exam Results
- ✓ Time Table & Schedule

EMAIL SERVICES

ODL students will receive an email with @student.must.edu.my. Important information will be sent to your student mail. Hence, you are encouraged to check your student email account regularly. Your username is studentID@student.must.edu.my. Your initial password will be provided by our ODL admin in your personal email that registered in our database.

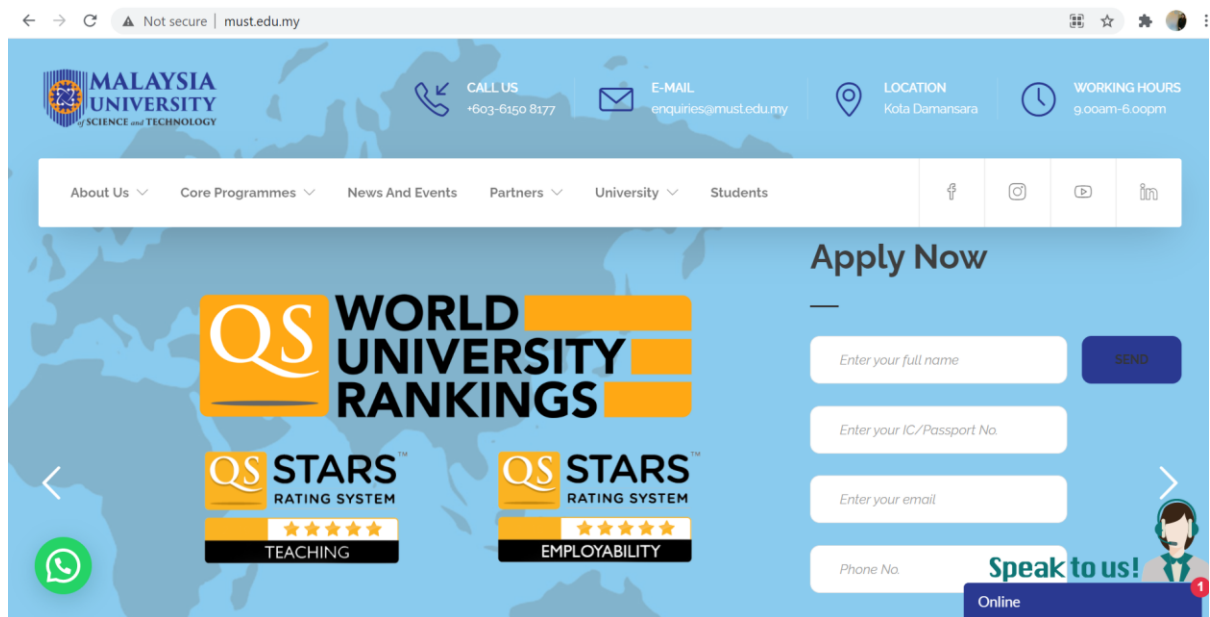
ODL WEBSITES

ODL site at <https://www.odl.must.edu..my> for information related to our ODL programme. After registered, you will receive login credential to sign-in to ODL sites & Team to access course materials, submit assignments, view important announcements, and communicate with peers and course facilitators. The courses in which students are registered will appear on their dashboard automatically. Your lecturers will use mirosoft Team to conduct online class and video conferencing. If you have any inquiries or technical problem, please contact ODL admin by accessing websites below:

www.odl.must.edu.my

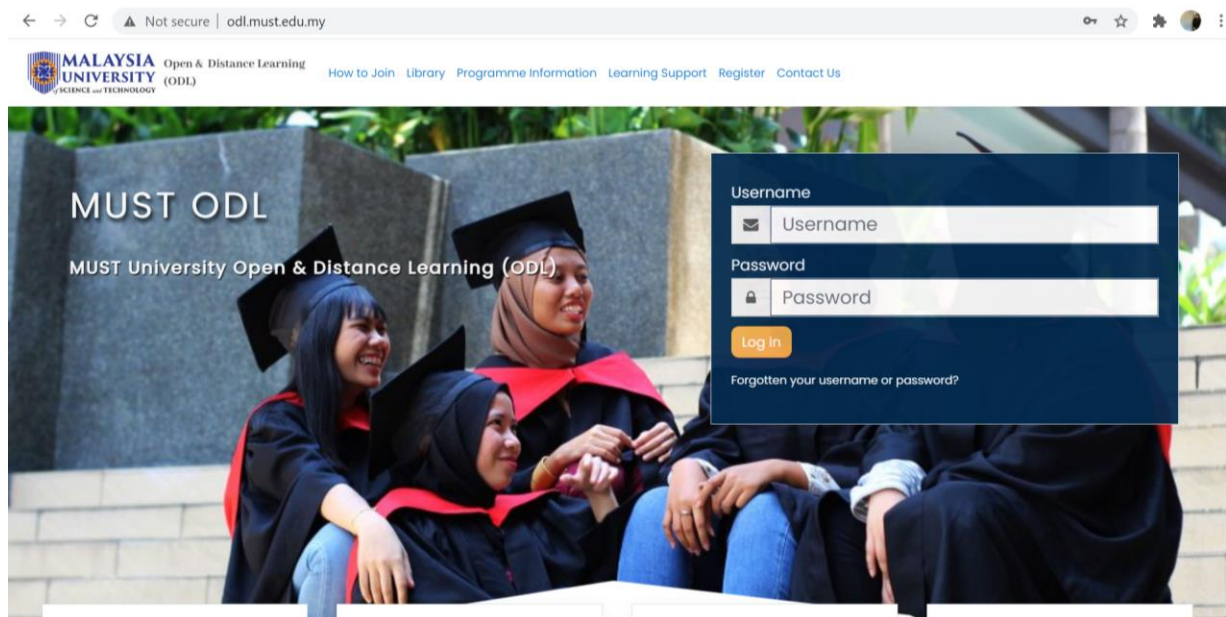
ONLINE COURSE REGISTRATION

1) Access to <http://must.edu.my/> to apply online.



2) The Admin will receive your registration and will check and verify your registration.

3) Once success register and make payment, you will be provided the login credential to access to ODL platform.



CONTACT US

The office is located at THE Block B, Encorp Strand Garden Office, No. 12, Jalan PJU 5/5, Kota Damansara, 47810 Petaling Jaya, Selangor.

For more information, please visit the MUST official website at <http://must.edu.my/> or contact us at +603-6150 8177.

Contact information of other departments

Department / School	Contact
MUST University	+603-6150 8177 / enquiries@must.edu.my
IT Department	hafiz@must.edu.my / feroz@must.edu.my
ODL Admin / Program Coordinator	odl@must.edu.my
Finance Department	finacc@must.edu.my
Executive - Exam Unit	aqila@must.edu.my
Executive - Admission	norasmah@must.edu.my