

Subject: UPDATE ON ONLINE CLASSES

Date: Friday, March 20, 2020 at 1:44:44 PM Atlantic Standard Time

From: Nigel Fulchan

To: Help Desk

UPDATE ON ONLINE CLASSES



Dear Students

As we countdown to our online classes tomorrow (Saturday 21st March 2020) we would like to take this opportunity to thank you for your support during this unprecedented global situation. Timetables are now live on www.sam.edu.tt/rlearn

Just to reiterate time options Saturday, Full-time and Evenings classes will be held online on Saturdays only (please refer to below for exceptions). This merger is necessary to manage the quality of delivery in the most efficient way to SAM and the most effective way to students.

Our team continues to work around the clock to ensure we deliver the best solution to finish this semester strong.

Please be mindful that we need to work with each other tomorrow to ensure that the online delivery meets all expectations.

Deadlines

In recognition of these highly exceptional circumstances, ARU has:

- amended submission deadlines by adding an **automatic 10 working days to all existing deadlines for any existing assessment tasks** due to be submitted in Trimester 2 with immediate effect.
- Implement alternative assessments for exams and presentations.

Students who require additional support during this semester must email your Programme Manager directly. For technical support only please contact helpdesk@sam.edu.tt Please be guided by our new office hours.

Again thank you for your patience. We pray that everything remains well with you and your family.

PLEASE BE REMINDED OF THE FOLLOWING:

By now students should have downloaded and signed up for Zoom at www.zoom.us

Please use the following link to access **SAM REMOTE LEARNING DIRECTORY:**

www.sam.edu.tt/rlearn

On this site you will be able to:

- Test your Zoom link
- Connect to SAM Remote Learn Test Room
- Access your timetable of classes for all Bachelors and Masters degrees (please give your timetable up to 5 mins to load depending on your internet speed).
- Your online classes will be password protected from Saturday 28th March. We will send you this password via another email from your Programme Manager.

All classes for both North and South Campus will be held on Saturday 21st March 2020 with the exception of Anglia Ruskin University YEAR 1 full-time students, M.Sc. ICT, Network Security and SAM Certificate. Executive MBA (Sunday students) students please refer to email form your coordinator. We will attempt to record all classes but this is not guaranteed.

We must commit to working with each other in order for this system to be successful. We are asking all using this online learning system to be mindful that we may have some anomalies from time to time. Please be patient with our

staff.

We have included again a list of expectations.

WHAT SAM EXPECTS FROM STUDENTS:

- Identify a comfortable, quiet space so you can work effectively and successfully without distractions.
- Establish a routine to support your learning.
- Check your email frequently.
- Students will have to download and register with Zoom to access online classes. <https://zoom.us>
- Student are required to view the tutorial on Zoom:
<https://www.youtube.com/watch?v=DCjksPhTlyE>
- PLEASE ENSURE WHEN REGISTERING ON ZOOM YOU USE YOUR REGISTERED NAME AND NOT AN ALIAS. IF AN ALIAS IS THE ONLY OPTION PLEASE USE YOUR REGISTERED NAME WITH NUMBERS AT THE END.
- SAM is mindful that students may have some previous knowledge using Zoom and are encouraged to help classmates where appropriate.
- Login to the live lectures on the prescribed timetable.
- Students are encouraged to make full use for their online platform including, e-vision, e-library, Canvas, TurnItIn, Lynda etc.
- Continue to follow the syllabus weekly scheduled additional readings.
- Meet the deadlines for assignments.
- Students are reminded that all University Regulations are still to be followed.
- Dress appropriately for online classes.
- Ensure your mic on your laptop is OFF unless you are speaking.
- To save on bandwidth students may turn their personal video off, ensuring that you still see the Lecturer.
- Communicate proactively with your coordinator.
- Communicate with your friends and your classmates.
- Be mindful of your workload and wellbeing. If you have any concerns, contact your coordinator for both online academic and non-academic pastoral care.

WHAT TO EXPECT FROM SAM:

- SAM will do its best to facilitate all queries to ensure all students have access during and after the test call.
- SAM will encourage Lecturers to continue to post learning material on Canvas for Anglia Ruskin University. All other students can use their learning sites where appropriate.
- SAM will provide LIVE ONLINE CLASSES.

- **SAM administration remains open Monday to Thursday 9:00 a.m. - 2:00 p.m. & Saturday 8:00 a.m. - 12:30 p.m.**
- SAM will have a dedicated team of IT professional to support your online learning during live class sessions. Please be patient with our staff at this time.

To access Zoom please ensure that your systems has the requirements using the following link:

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

As a community our first priority is the optimal health of our students and staff. Remember to be cautious, practical and adhere to recommended health/safety guidelines.

Please keep our nation in your prayers.

Regards

Board of Directors - SAM

STAY CONNECTED



Questions? Contact us today 1-868-662-7811

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This message was sent to helpdesk@sam.edu.tt from nigel@samtt.com

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