

COVID-19: Frequently Asked Questions (FAQs)

How is UCSI College responding to the Covid-19 outbreak?

UCSI College is vigilantly monitoring and responding to new information about the Covid-19 outbreak. Following the Movement Control Order (MCO) implemented by the government, only 'essential-services' should be operating on campus. In line with our coordinated and informed approach, we have introduced a range of precautionary measures that we consider to be necessary.

Have any UCSI College students been exposed to Covid-19?

There is no positive-tested Covid-19 case at UCSI College to date.

How is UCSI College advising the campus community to reduce the risk of exposure?

Periodic reminder notices are sent to the campus community with recommendations on how to recognise symptoms and prevent exposure.

What are UCSI College's long term plans for responding to this situation?

As the situation evolves, the College will continue to monitor and develop plans for any potential impact to its operation. We are committed to ensuring that online teaching and learning, and exams/final assessments are provided throughout this period.

When will the College reopen?

We will continue to monitor the spread of COVID-19, following the directives from the Government. The college will reopen as soon as it is safe to do so.

When can I register for May 2020 intake?

The last day of admission for the May 2020 intake is on the 21st of May 2020. However, we strongly suggest that you register before the Orientation Day, which is on the 5th of May 2020 so that you do not miss the Orientation and any classes.

Visit <https://apps.ucsicollege.edu.my/ucportal/ApplicantLogins.aspx> for online registration.

Is the College open for campus visits, information sessions and open days?

Due to the MCO, our campus is temporarily closed for visits. Students and parents who have any enquiries are welcome to visit our e-Open Day or contact the course counsellors and lecturers via the following:

- WhatsApp/Phone: +6011-35308837 | +6011-35127264
- LiveChat: <https://www.ucsicollege.edu.my/>
- Email: enquiry@ucsicollege.edu.my

- Facebook Messenger: <https://m.me/ucsicollege>

How can I make payment?

Due to MCO, preferable mode of payments will be online banking or direct bank-in.

Details are as below:

Beneficiary : UCSI College Sdn. Bhd.
Beneficiary Bank : CIMB Bank Berhad
Account No. : 8001407040

Kindly email the transfer slip to finance@ucsicollege.edu.my and we will forward the receipt once the payment has been verified.

How do I submit forms to the Registrar's Office (RO)?

There are 2 ways to submit forms to RO:

1. Through CMS – Students can work on their applications/submit forms through CMS. Open Website UCSI College (www.ucsicollege.edu.my) – go to Resources for and choose “Current Student” – click on “CMS” button – Key in ID & Password (student) – go to “Student’s Request” button and request any letter or form from RO.

Note: Students can check whether the applications have been submitted, are ready for collection and completed from the page. RO will take 3 working days to prepare the requests from students.

2. Through email

For those who are having problems in accessing the website can contact us via email to the Registrar's Office by using the below email addresses:

fadillah@ucsicollege.edu.my
rasul@ucsicollege.edu.my
shahril@ucsicollege.edu.my

Note: RO will take 3 working days to prepare the requests from students and notify them through email.

What is the best way to get updates on what's happening at UCSI College?

You can get regular updates on our website or social media such as Facebook and Instagram.

- Website: <https://www.ucsicollege.edu.my/>
- Facebook: <https://www.facebook.com/ucsicollege/>
- Instagram: <https://www.instagram.com/ucsicollege/>

Where can I get more information about online learning?

Please communicate with the respective Head of Programme (HOP). For May 2020 semester, all classes will be conducted in a blended learning approach until the 15th of May 2020. Students can choose to attend either the physical face-to-face classes or the online classes. If the MCO period is further extended, all classes will remain fully online using Course Networking or Microsoft Teams.

What should I do regarding online classes if I do not have an internet connection?

The online classes are recorded; you can download and view the class when the internet connection is available. However, please inform your HOP if you need further assistance.

What library resources are available for students?

We provide online databases and e-books for students to access from home. You can access to all of these resources via the following link: <http://lib.ucsiuniversity.edu.my/e-resource/online-database>

What do I do if I have a lab class that is no longer held in the lab?

Your HOP will schedule the lab classes and update you accordingly.

Can I still get support from my lecturer or the HOP?

Yes, your HOP and lecturers are more than happy to assist you.

How will the final examinations be administered?

Online final examinations are administrated via Course Networking and Microsoft Teams. However, for physical final examination, we will ensure proper safety measures are adhered to.

Will the timing of the examination period change?

We will try our best to ensure minimum changes to the examination period. However, you are advised to check Course Networking and/or official UCSI email from time to time for any updates.