



OPEN & DISTANCE LEARNING HANDBOOK FOR STUDENTS

Your Guide to
Flexible, Online and Lifelong Learning

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Foreword

It is with great pleasure that we welcome you to the Open and Distance Learning (ODL) programme at Universiti Malaysia Sarawak (UNIMAS). This Student Handbook has been carefully designed to serve as your essential guide throughout your learning journey with us.

At UNIMAS, we recognize that education today must be flexible, innovative, and accessible to meet the needs of learners from diverse backgrounds. The ODL programme reflects our commitment to lifelong learning by offering opportunities for you to pursue quality education regardless of time, location, or circumstances.

Within these pages, you will find comprehensive information on academic matters, programme structures, learning support, and key policies that will help you navigate your studies effectively. We encourage you to familiarise yourself with this handbook and use it as a reference throughout your academic experience.

Your journey as an ODL learner will require dedication, self-discipline, and motivation. Rest assured that the university, faculty, and academic staff are here to support you every step of the way. Together, we look forward to helping you achieve academic success and personal growth.

Welcome to the UNIMAS ODL family, and we wish you all the best in your learning journey.



THE UNIMAS OPEN

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WELCOME MESSAGE

Welcome to Universiti Malaysia Sarawak (UNIMAS) and congratulations on embarking on your journey through our Open and Distance Learning (ODL) programme!

This ODL Students Guidebook is designed to support your academic journey as an Open and Distance Learning (ODL) student at UNIMAS. It provides essential information about your responsibilities as a learner, the digital platforms you will use, the learning environment, assessment procedures, campus visit protocols, support services, and important administrative processes such as registration, fee payment, and graduation.

While this handbook serves as a key reference throughout your studies, it does not replace any official UNIMAS policies or university regulations. Updates may be made from time to time by the university or your faculty, so we strongly encourage you to stay connected with your programme coordinator and regularly check the official UNIMAS ODL Portal and LMS for the latest announcements.

Most importantly, as an ODL student, you are expected to take responsibility for familiarising yourself with the contents of this guide and actively engaging with your learning journey. We believe in your potential and we're here to support you every step of the way.

Wishing you success, growth, and an inspiring academic experience ahead.



1.0 Open and Distance Learning (ODL) at UNIMAS

1.1 What is Open and Distance Learning (ODL)?

Open and Distance Learning (ODL) provides flexible access to education and learning resources, allowing students to study remotely, often at their own pace and convenience. It utilizes a variety of educational technologies and methods to deliver content, enabling individuals from diverse locations or circumstances to pursue education without the constraints of traditional in-person classroom settings. Our focus is on delivering the highest quality learning experiences for every student.

Key principles of ODL at UNIMAS includes :



FLEXIBLE

Learning can be anytime, anywhere, and anyhow



MULTIPLE MODES

Various delivery methods and learning resources



ACCESSIBLE

Opportunities to learn are open to all, free from the constraints of time and place



SELF-INSTRUCTIONAL MATERIALS (SIM)

Through our learning management system, students can access all the necessary learning resources and engaging activities designed for self-paced learning

1.2 UNIMAS ODL Platform

At UNIMAS, the ODL experience is supported through two main platforms:

- The UNIMAS ODL Portal (<http://cflex.unimas.my/odl>) serves as the central hub for important information, student support services, announcements, and direct access to the learning platform.
- The Learning Management System (LMS) in UNIMAS ODL HUB (<https://myodl.unimas.my>) is where actual learning takes place. Through the LMS, students can access course materials, submit assignments, read announcements, and engage in communication with peers and course facilitators.

2.0 Your Role as an ODL Student

Before you begin your first semester, ensure that you are ready for online learning by considering the following:



Technical Requirements:

- A reliable computer or laptop with updated software.
- Stable internet connection (minimum recommended speed: 3 Mbps) and web browser.
- A webcam, microphone, and headset for online classes and assessments.



Time Management:

- Create a weekly study schedule to balance work, social life, and study commitments.
- Allocate at least 10–15 hours per week for self-study, depending on your course load.

2.1 Understanding Your Responsibilities

As an ODL student at UNIMAS, you are at the center of your own learning process. While lecturers and support staff are here to guide you, your success depends largely on how actively and independently you engage with your studies.



Time Management

Managing your time effectively to meet deadlines



Consistent Engagement

Communicating regularly with your instructors and peers



Active Participation

Participating in discussions and collaborative activities



Staying Ahead

Keeping up with online lessons, readings and assignments



Academic Integrity

Maintaining academic integrity in all your assessments and submissions

2.2 Traits of a Successful ODL Learner

The most successful ODL students typically demonstrate the following qualities:



Self-motivated

Takes initiative and committed to learning goals



Organised

Plans and prioritises tasks efficiently



Independent

Able to study and complete tasks without constant supervision



Adaptable

Comfortable using digital tools and adjusting to new technologies



Proactive

Seeks help when needed and makes full use of available resources



Communication

Participate actively in online discussions and group activities

2.3 Building Good Study Habits

Here are some tips to help you develop effective study habits in an online environment:

1. **Create a Dedicated Study Space:** Set up a quiet, distraction-free area at home for your studies.
2. **Set Clear Goals Each Week:** Use a planner or digital calendar to keep track of assignments, deadlines, and readings.
3. **Stick to a Routine:** Schedule your study time around your personal and work commitments. Consistency helps build discipline.
4. **Stay Engaged:** Join online discussions, ask questions, and communicate with your instructors.
5. **Avoid Multitasking:** Focus on one task at a time for better productivity and retention.
6. **Take Breaks:** Use the Pomodoro technique (e.g., study for 25 minutes, break for 5 minutes) to maintain focus and prevent fatigue.

2.4 Communication Etiquette for ODL

Effective and respectful communication is essential in a digital learning environment. Keep these guidelines in mind:

- Be professional in emails and discussion forums—use greetings, full sentences, and polite tone.
- Respond promptly to messages from lecturers and groupmates.
- Stay respectful during online discussions, even when you disagree.
- Avoid all caps, slang, or emojis in academic communication.

2.5 Staying Motivated in ODL

Studying online can sometimes feel isolating. Here's how to stay motivated:

- Remind yourself of your goals and why you chose this path.
- Stay connected with your peers through group chats or virtual study sessions.
- Reach out for help when needed, our support is always available.

2.6 Hardware and Software Requirements

For ODL students, having the right hardware and internet network setup is essential for a smooth and effective learning experience. Below is a recommended list of minimum requirements, tailored for participation in video lectures, accessing course materials, submitting assignments, and engaging in online assessments:



Hardware

- Device: Laptop/desktop (Windows/macOS)
- Processor: Intel Core i3 or equivalent
- RAM: 4GB
- Storage: 128GB (HDD/SSD)
- Webcam: Built-in or external
- Microphone: Built-in or external
- Speakers/Headphones: Built-in or external



Software

- Operating System: Windows 10/macOS
- Software: PDF reader, MS Office, Zoom, Web browser (Chrome, Firefox, etc.)
- Internet Connection: 2-3 Mbps

3.0 Learning Environment

3.0 Your Virtual Campus

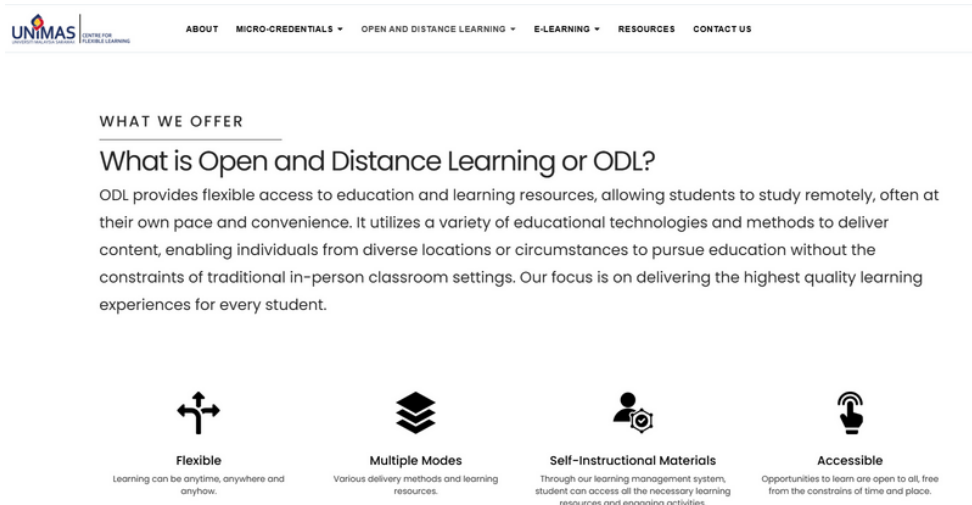
As an ODL student, you are not required to attend classes on campus. To support your learning journey, UNIMAS provides dedicated online platforms that function as your virtual campus. These platforms offer access to academic resources, support services, and learning materials.

All ODL students must regularly access the following platforms:

1. UNIMAS ODL Portal – <https://www.cflex.unimas.my/odl>
2. UNIMAS Learning Management System (LMS) – <https://myodl.unimas.my>
3. UNIMAS Now Mobile App – Available on iOS and Android
4. UNIMAS eStudent system

3.1 UNIMAS ODL Portal (myODL)

The UNIMAS ODL Portal is your main information gateway. It provides important academic updates, access to support services, programme guidelines, and links to the LMS. Key features of the portal include:



UNIMAS Portal Website <https://www.cflex.unimas.my/odl>

3.1.1 UNIMAS ODL Portal consists of:

- a) Course Information
- b) Academic Calendar
- c) Student Support Services, including:
 - i. E-Learning Platform Help
 - ii. ICT Helpdesk (TAHODC)
 - iii. Centre for Graduate Studies (CGS) – for admission, registration, and academic matters
 - iv. E-Counselling Services
 - v. Library Services (PeTARY)
 - vi. Student Welfare & Financial Assistance

d) Guidelines and Student Resources:

- i. Step-by-step registration process
- ii. Access to UNIMAS portals and UNIMAS Now
- iii. Academic and learning resources
- iv. Orientation materials
- v. Semester, course, and examination guides

e) Direct link to the Learning Management System (LMS)

f) Frequently Asked Questions (FAQs)



Make it a habit to visit <https://myodl.unimas.my> to stay updated on important announcements and information.

3.2 Learning Management System (LMS)

The Learning Management System (LMS) functions as your virtual classroom. It is where your learning takes place, providing you with structured content, interactive activities, and tools to track your academic progress.



UNIMAS Portal Website <https://myodl.unimas.my/>

Through the LMS, you can:

- i. View course announcements and weekly schedules
- ii. Access Self-Instructional Materials (SIM) and lecture slides
- iii. Participate in forums and collaborative activities
- iv. Submit assignments and complete online quizzes
- v. Receive grades and feedback from instructors
- vi. Explore supplementary resources (videos, external links, references)



Access the LMS at <https://myodl.unimas.my>

For detailed instructions on using the LMS, please refer to Appendix A.

3.3 UNIMAS Now Mobile App

UNIMAS Now is the official mobile application for all UNIMAS students and staff. For ODL students, this app functions as a vital tool, replacing the physical matric card and serving as your digital student identity.

ODL students are required to download and use *UNIMAS Now* throughout their studies to access academic information and stay connected with the university.

Key Features for ODL Students:

- Digital Student ID - Use it as your official matriculation card substitute.
- Attendance Tracking - Monitor your attendance across all registered courses.
- Academic Results - Access your marks, CGPA, and grade history in real time.
- Student Profile - View and manage your personal and academic records.

How to Get Started:

- Download *UNIMAS Now* from the Google Play Store or Apple App Store.
- Log in using your UNIMAS student email address and password.
- Enable notifications to receive updates on courses, announcements, and academic results.

3.4 UNIMAS eStudent System

The UNIMAS eStudent System is the official portal for managing your academic profile, and the gateway for student and course registration. Key functions include:

- Semester registration and course enrolment
- Viewing academic transcripts and cumulative GPA
- Monitoring your progress through the programme
- Accessing official notifications from the university

Link to eStudent will be provided upon your registration as an ODL Student.

1. Access the portal via <https://oas.aa.unimas.my>.
2. Sign in using your UNIMAS email credentials.
3. Navigate the dashboard to register for courses each semester.
4. Review your academic record, including grades and credits earned.
5. Stay updated with official announcements related to your study progress.

4.0 Assessment and Appeal Procedure



4.1 Overview of ODL Assessments

Assessment in ODL at UNIMAS is designed to evaluate not only what you have learned but how well you can apply your knowledge in different contexts. Most assessments are conducted fully online, with a combination of individual and group-based tasks.

Typical types of ODL assessments include:



Online Quizzes/Test

Time-bound, auto-marked quizzes for formative or summative purpose



Written Assignment

Essays, reports, or reflections submitted through LMS



e-Portfolios

A collection of learning evidence such as reflections, artifacts and feedback



Discussion Forums

Assessed participation in academic discussion



Group Projects

Collaborative tasks completed using shared tools and submitted digitally



Video Presentation

Pre-recorded or live online presentations

Your course outline will detail all assessment components, weightage, and deadlines.

4.2 Online Examination Procedures

If your course includes an online examination, please take note of the following features of the e-Proctoring system. UNIMAS conducts online examinations using an e-Proctoring system to ensure academic integrity and a secure assessment environment.

- Students are required to verify their identity by displaying a valid identification document through their webcam before the exam begins.
- The system records video and audio throughout the examination session to monitor the exam environment.
- It automatically detects unusual activities such as suspicious movements, background noises, or behaviours that may indicate academic dishonesty.

4.3 Academic Appeals Procedure

In the event that you believe an error has occurred in the grading of your course, or you have valid grounds to request a review, you are entitled to submit an academic appeal. The following steps outline the recommended process:

- Step 1: Contact your course lecturer to clarify and discuss the matter directly.
- Step 2: If the issue remains unresolved, proceed with the formal academic appeal process through your respective faculty.

Please refer to the Graduate Studies Regulations provided by the Centre for Graduate Studies (CGS) for complete procedures and eligibility. You may also consult your programme coordinator for guidance.

Relevant sections include:

- i. Section 8.4: Appeal to Review Course Grade
- ii. Section 13.2: Right to Appeal
- iii. Section 18.0: Appeal to Continue Study



Visit the CGS website for full regulation details:
<https://www.postgrad.unimas.my>

5.0 Guidelines for Campus Visit

5.1 Physical Visit to UNIMAS Campus

Although your programme is conducted fully online, there may be exceptional situations where you are required to visit the UNIMAS campus physically, such as for viva voce (oral examination), academic verification, convocation, or special consultations.

5.1.1 For International ODL Students:

If you plan to visit UNIMAS in person, you must ensure that your entry into Malaysia complies with immigration regulations. It is your responsibility to check the latest visa policies and travel advisories before making the visit.

Since you are not enrolled as a full-time on-campus student:

- You are not eligible for a student visa.
- You may enter Malaysia using a social/tourist visa, subject to approval from the Malaysian immigration department.

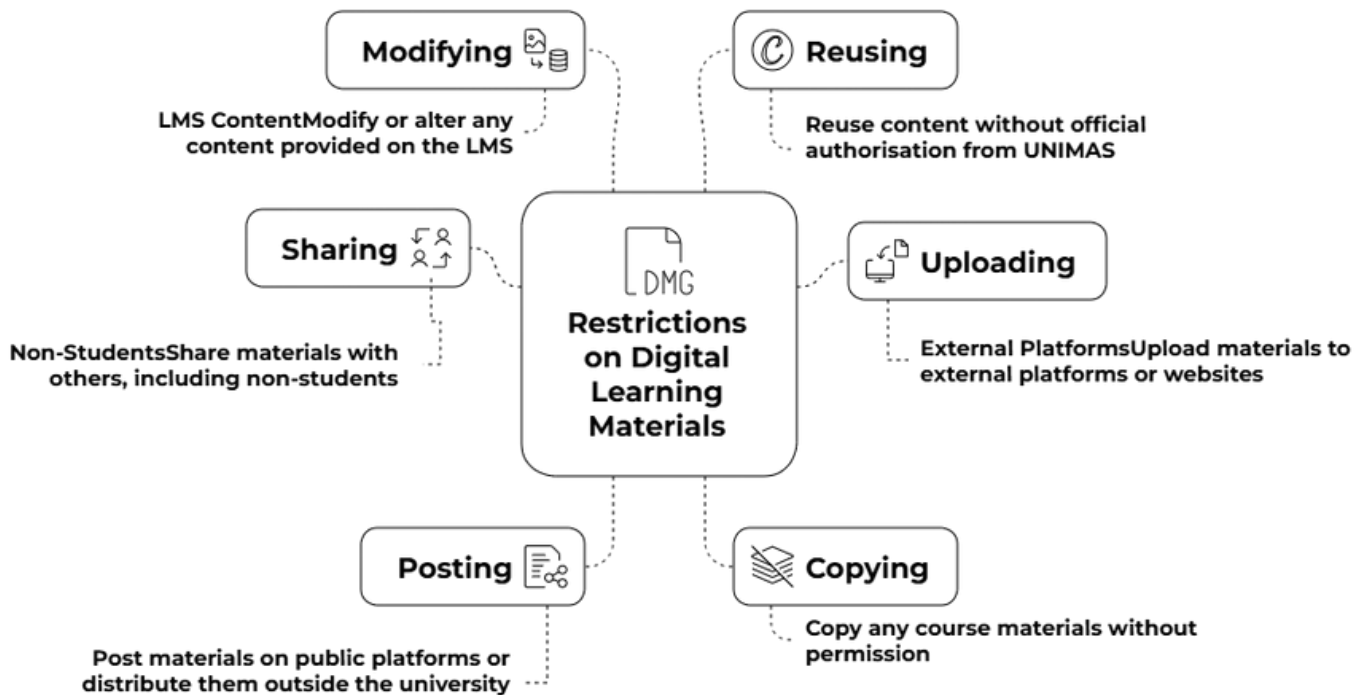
5.1.2 Guidelines for Campus Visit for both local and international student:

- Ensure that your visit is related to academic or official university matters.
- Inform your programme coordinator or faculty office in advance of your intended visit.
- You may request a formal letter from your faculty or programme coordinator for official purposes (e.g. verification or access).
- You are required to present your UNIMAS Now digital ID when accessing any university facilities.
- Adhere to all on-campus safety protocols and university regulations during your visit.
- Students are responsible for their own travel and lodging arrangements.
- Comply with the university's dress code when attending any official or academic appointments on campus.

6.0 Guideline for Digital Access

As an ODL student at UNIMAS, you are expected to use digital learning materials ethically, responsibly, and by the UNIMAS Digital Content Policy.

ODL student are granted access to digital learning materials solely for personal academic use. You must not:



All digital resources provided through the Learning Management System or other official UNIMAS platforms remain the intellectual property of the university. Students are not permitted to claim ownership of any learning materials.

7.0 Support Services

For support services, refer to <https://cflex.unimas.my>

7.1 Academic Support

As an ODL student at UNIMAS, you are supported by a network of academic units and staff dedicated to helping you succeed. The directory below outlines key contacts and their purposes to guide you throughout your learning journey. Please refer to the appropriate unit based on the nature of your enquiry.

Unit / Contact	Purpose	Contact Details
Course Lecturer	Academic enquiries, assignments, feedback	Contact via LMS or UNIMAS email
ODL Programme Coordinator	Course registration, academic planning, study progression	Visit your respective faculty website for coordinator details
Faculty Offices	Academic records, examination, programme procedures	Visit your respective faculty website for contact list
Centre for Graduate Studies (CGS)	Postgraduate matters, deferment, appeal	 https://www.postgrad.unimas.my  +6082-58 1066 / 1067 / 1069  postgraduate@unimas.my

If you wish to contact your instructors directly, you may search for their email addresses using the faculty academic staff directories listed below.

Faculty	Website
Faculty of Applied & Creative Arts (FACA)	https://www.faca.unimas.my/
Faculty of Cognitive Sciences & Human Development (FCSHD)	https://www.fcshd.unimas.my/
Faculty of Computer Science & Information Technology (FCSIT)	https://www.fcsit.unimas.my/
Faculty of Economics & Business (FEB)	https://www.feb.unimas.my/
Faculty of Engineering (FE)	https://www.feng.unimas.my/
Faculty of Medicine & Health Sciences (FMHS)	https://www.fmhs.unimas.my/
Faculty of Resource Science & Technology (FRST)	https://www.frst.unimas.my/
Faculty of Social Sciences & Humanities (FSSH)	https://www.fssh.unimas.my/
Faculty of Education, Language and Communication (FELC)	https://www.felc.unimas.my/
Faculty of Built Environment (FBE)	https://www.fbe.unimas.my/

7.2 Technical and ICT Support

If you encounter issues accessing the Learning Management System (LMS) or face any technical difficulties related to online learning, you may contact the CFLEX Helpdesk. Email will be responded within 1-2 days.



<https://www.cflex.unimas.my/contact>



hello_odl@unimas.my

For non-LMS-related issues such as login problems with the UNIMAS Portal, access to e-Student, username or password issues, UNIMAS email, or software and application-related queries, you may reach out to TAHODC UNIMAS Support via their support portal at <https://support.unimas.my> or call +6082 583848 during working hours.

Contact Information & Support Channels



UNIMAS Support System: <https://support.unimas.my>



Phone Hotline: +60 82 583 848 — for urgent ICT assistance



Email: hello_tahodc@unimas.my— for system and login-related issues



Website: <https://tahodc.unimas.my>

7.3 Digital Library Services

The Tun Abdul Rahman Ya'kub Library (PeTARY) is the main academic library of UNIMAS and a vital resource for all learners, including those enrolled in ODL programmes. While ODL students may not physically visit the campus regularly, PeTARY provides a wide range of online services, digital collections, and research support tools accessible from anywhere. Please visit their website for further details, or email.



<https://www.library.unimas.my/>



Ask a Librarian

7.4 Counselling and Mental Health Services

Studying online, especially while balancing work and family, can be challenging. UNIMAS provides professional psychological and counselling services to support your emotional well-being.

The Psychology and Counselling Unit at UNIMAS provides professional support to help students manage personal, academic, and emotional challenges throughout their university journey. Counselling sessions are conducted either individually or in group settings, offering a safe, confidential space for students to explore concerns and build coping strategies.



<https://www.pkp.unimas.my/section>



counsellor@unimas.my

8.0 Admission and Registration Process

Tuition Fees payment & Registration Information ODL Coursework

1.



NEW STUDENT REGISTRATION

Offer Acceptance:

<https://cgsweb.unimas.my/PGeDaftar/semakan/index.jsp>

New Student Registration via:

<https://cgsweb.unimas.my/PGeDaftar/daftar/EDloginDaftar.jsp>

2.



COURSE REGISTRATION

Please register your courses after completing your New Student Registration.

Register at:

<https://smpweb.unimas.my/CourseRegistration>

3.



Tuition Fees-Payment Methods



1. Payment can be made via:

- Online Banking - Maybank Islamic Berhad
- Account Holder **UNIMAS EDU SBN BHD**
 - Bank Account No. **5612 3960 8898**
 - Swift Code **MBISMYKL**



2. Biller Code : 40287
Ref-1 : Student Name
Ref-2: Matric Number

JomPAY online at Internet and Mobile Banking with your Current or Savings Account



3. Visit to UBS Counter at:
Level 4, UNIMAS City Campus, Kuching

Working Hours:
Monday-Friday at 8:00 am - 5:00 pm

4.



5.



6.



EPF WITHDRAWAL

For details, visit:
<https://www.kwsp.gov.my/member/withdrawals/partial/education>
or visit the nearest EPF Office



To receive a **PIN number** from UNIMAS Business School (UBS) for online registration, students are required to e-mail the proof of payment to:

masterbycoursework@unimas.my

- name
- payment slip
- IC no.

Inquiries regarding tuition fee please contact:

Mdm Nur Aisyah (aisyah@ubs.unimas.my)
Mdm Wiwek (swiwek_ubs@ubs.unimas.my)
email : masterbycoursework@unimas.my

4.



New Student Registration can be made via:

<http://cgsweb.unimas.my/PGeDaftar/daftar/EDloginDaftar.jsp>
by using pin number given by UBS

5.



Submit all relevant documents based on the checklist to
postgraduate@unimas.my

For Inquiries

Email: postgraduate@unimas.my
Phone: 082-581 067/1068/1069

The Centre for Graduate Studies office
will be **closed on weekends and public holidays**

9.0 Graduation

Graduation marks the successful completion of your academic journey at UNIMAS. As an ODL student, you are required to fulfil all academic and financial requirements before being eligible to graduate.

9.1 Graduation Eligibility

To qualify for graduation, you must:

- Complete and pass all required courses as outlined in your programme structure.
- Achieve the minimum Cumulative Grade Point Average (CGPA) required by your programme.
- Fulfil any industrial training, project paper, or practicum components, if applicable.
- Settle all outstanding fees or dues to the university.

9.2 Application for Graduation

Keep an eye on official announcements from CGS or your faculty for the procedures.

You must apply for graduation during your final semester. The application process typically includes:

- Filing a Notice of Completion through your faculty or Centre for Graduate Studies (CGS).
- Verifying your academic record to ensure all requirements are met.
- Clearing financial obligations with UNIMAS Business School (UBS), if applicable.
- Submitting necessary documents as required by your faculty and CGS.

9.3 Convocation Ceremony

Once your graduation is approved by the Senate, you will be invited to attend UNIMAS' Convocation Ceremony, which is typically held annually. Attendance is encouraged but optional for ODL students. You will be notified of the date, venue, academic regalia rental, and related information through official university channels.

9.4 Receiving Academic Documents

If you do not attend the convocation ceremony, your official transcript and certificate can be collected from CGS or delivered to your address upon request. Ensure your contact and mailing information is up to date.

APPENDIX A

Step-by-Step Guide to Using the LMS

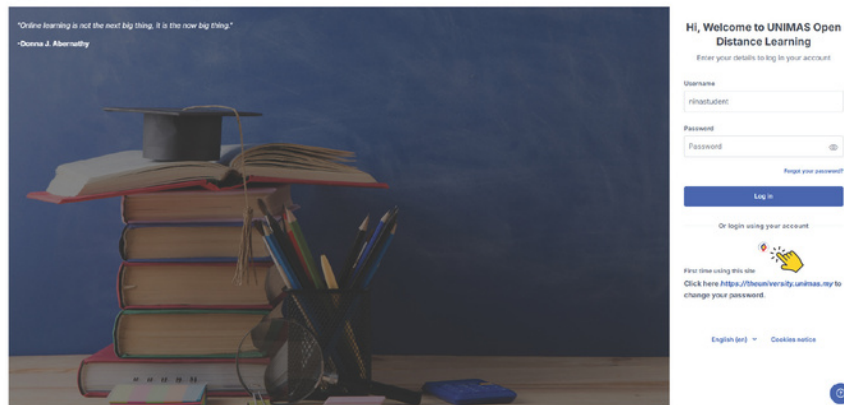
This platform is designed for ODL learners to support flexible, self-paced learning.

STEP 1

Accessing the MyODL Portal

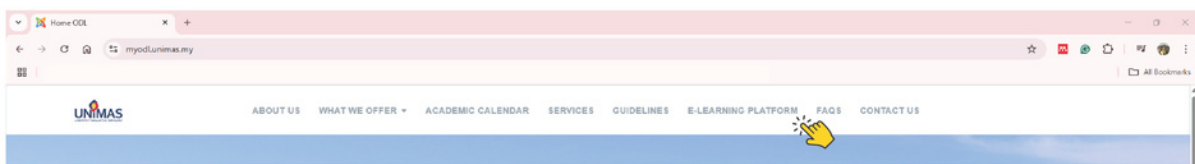
Visit the Portal :

Go to <https://myodl.unimas.my>



STEP 2

Click at e-learning platform



STEP 3

There are 2 steps for login the LMS. You can use both.

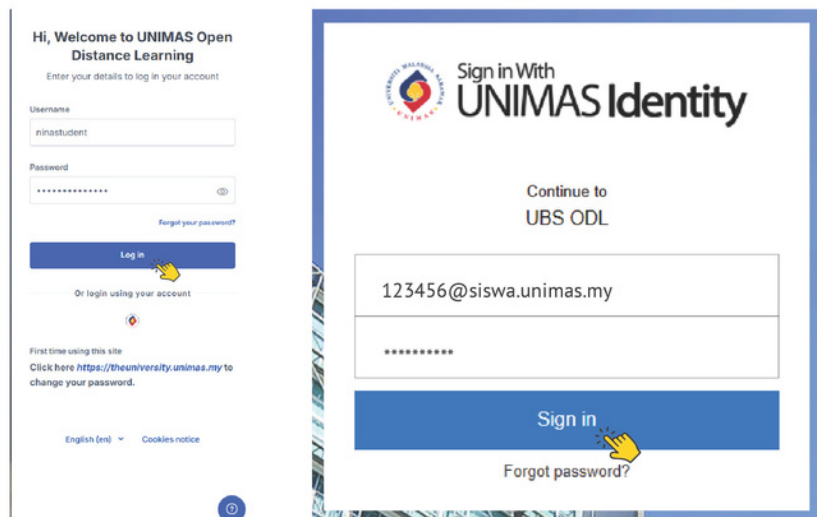
STEP 1: Use your username and password and click log in.

STEP 2: Use your UNIMAS Identity (matric number and password) click sign in.

Example:

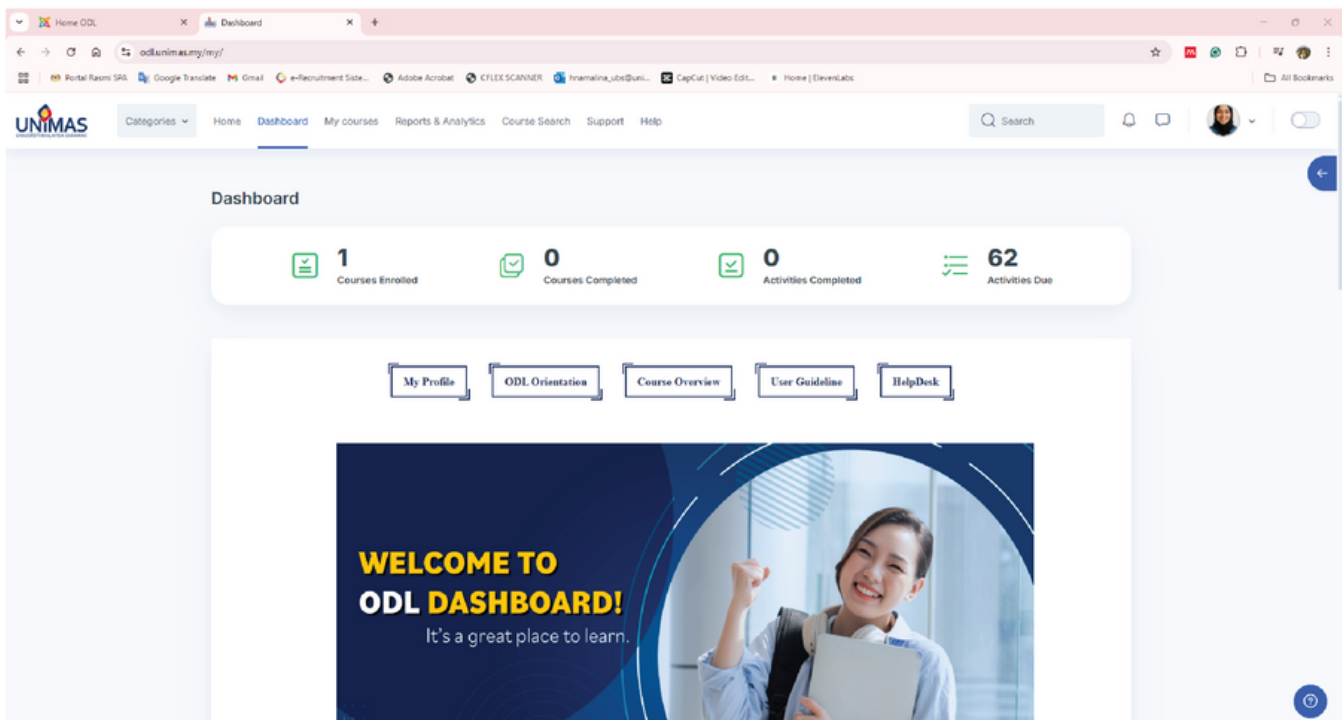
UNIMAS ID: 123456@siswa.unimas.my

Password: 123456789!



STEP 4

This is your dashboard view

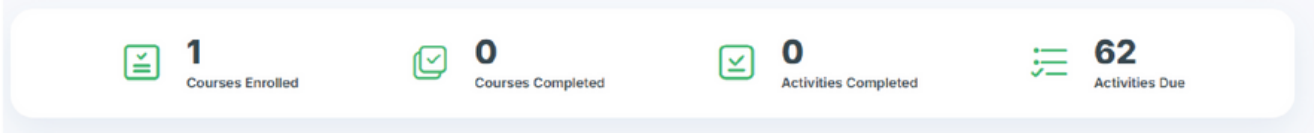


STEP 5

In your dashboard you can see this features

- Course Enrolled
- Courses Completed
- Activities Completed
- Activities Due

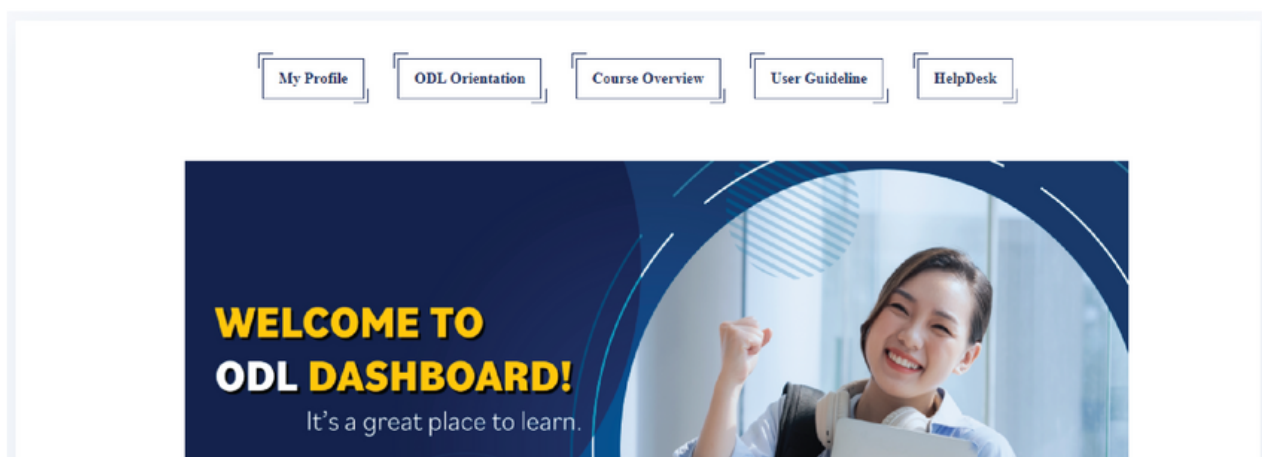
Dashboard



STEP 6

In your dashboard you can see this features

- My Profile
- ODL Orientation
- Course Overview
- User Guideline
- HelpDesk



STEP 7

Click at My Profile in your dashboard and you can see your details in this page

The screenshot shows the UNIMAS dashboard with the 'My Profile' page selected. The profile card for 'Nina Student' is visible, showing a profile picture, name, and last access time. Below the profile card are four statistics: Contacts (0), Discussions (0), Blog Entries (0), and Badges (0). The 'About Me' tab is active, displaying a form with fields for First name, Last name, Email address, Department, Country, Phone, and Address. The form is currently empty.

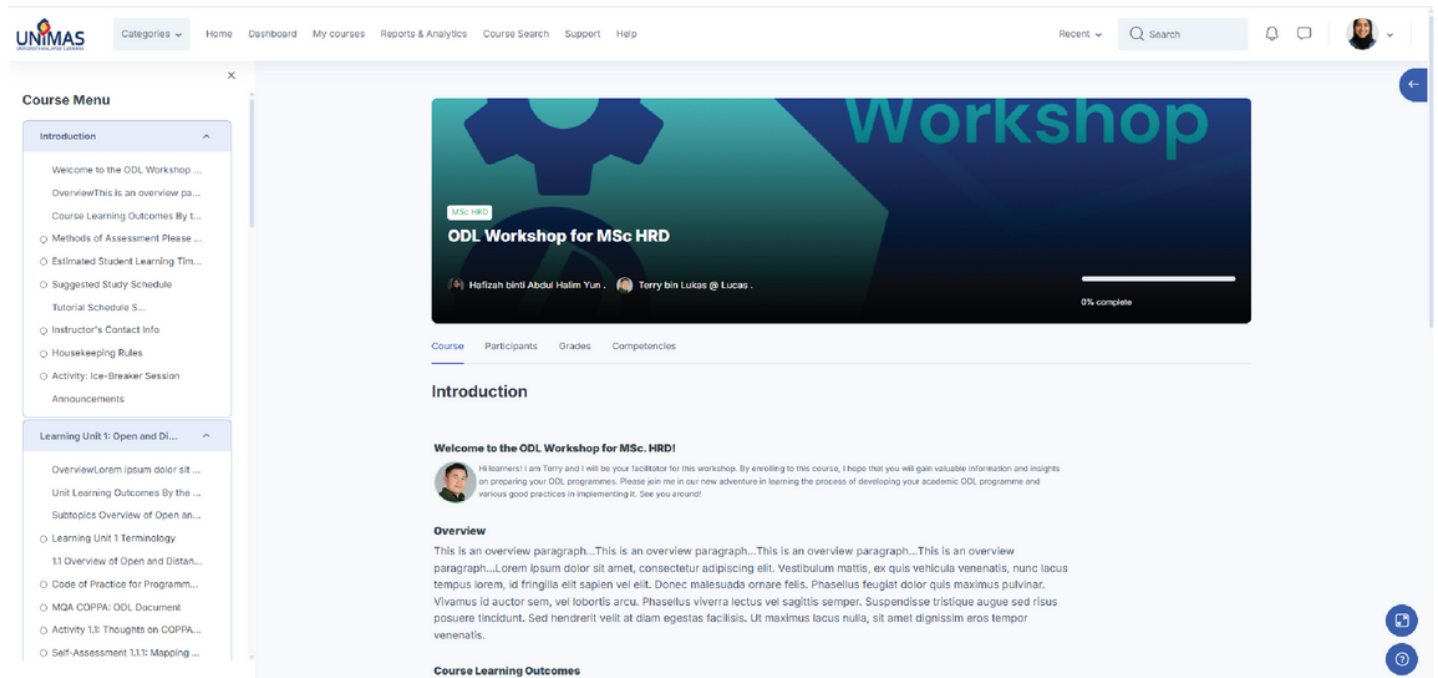
STEP 8

Click at Course, you can view the courses that you have registered for. Click at view course, you can start to access your course materials.

The screenshot shows the UNIMAS dashboard with the 'Courses' page selected. The profile card for 'Nina Student' is visible at the top. Below the profile card are four statistics: Contacts (0), Discussions (0), Blog Entries (0), and Badges (0). The 'Courses' tab is active, displaying a list of courses. The first course is 'Open & Distance Learning Workshop' for MSc HRD, scheduled for Tuesday, 22 March 2022. The course is by Terry bin Lukas @ Lucas. The course progress shows '0 out of 62 activities completed' and '0% Course Completed'. A 'View Course' button is visible next to the course details, with a yellow hand icon pointing to it.

STEP 9

Accessing Course Materials



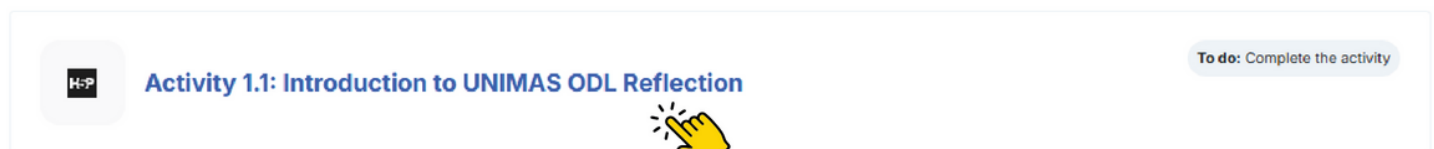
STEP 10

Submitting Assignment

Navigating to assignment: Within your course, go to the **Activity** and click it.

Student need alert

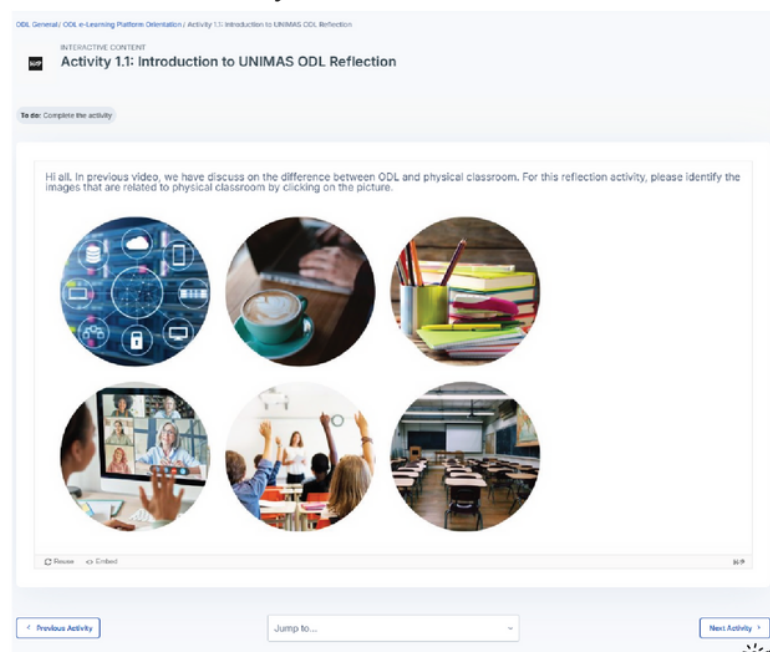
 **To do:** Complete the activity



Example for Activity

STEP 11

Complete the activity given. Click **Next Activity** to continue and submit.



Example for Activity

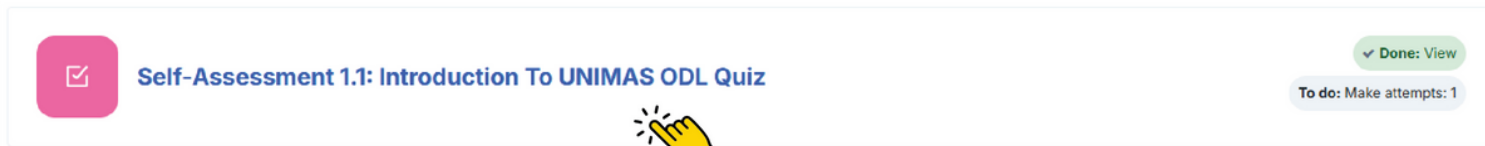
STEP 12

Submitting Assignment

Navigating to assignment: Within your course, go to the **Self-Assessment** and click it.

Student need alert

⚠ **To do:** Make attempts

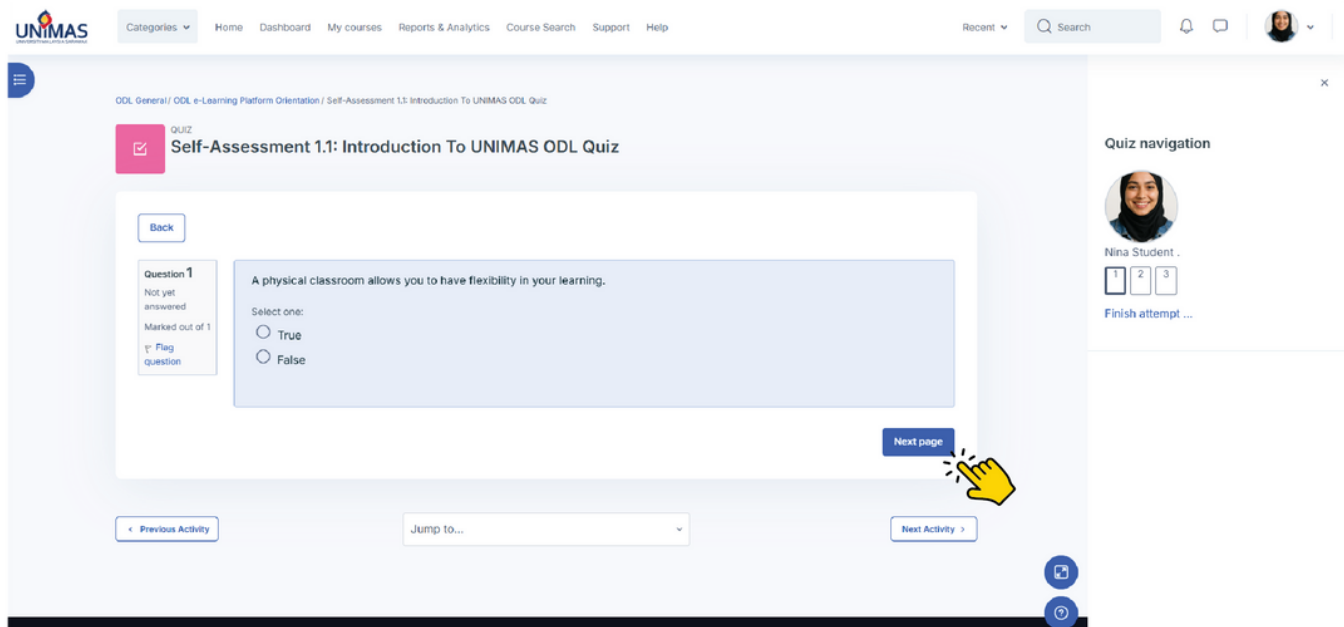


Example for Self-Assessment

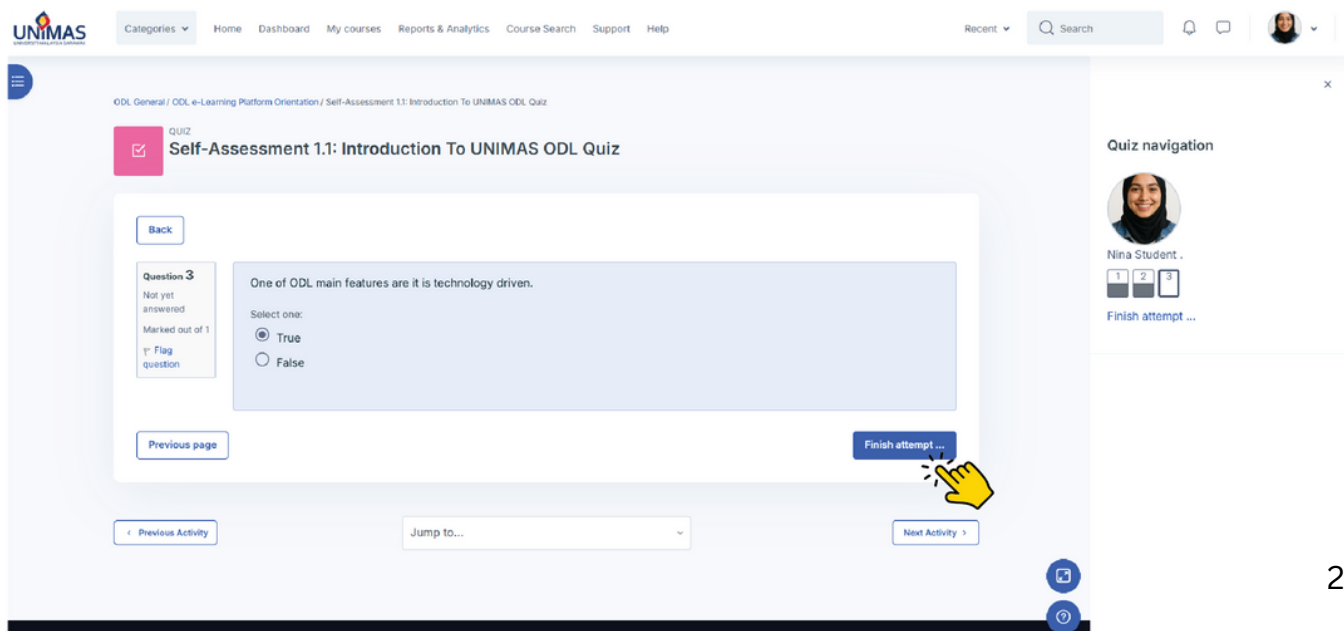
STEP 13

Complete the Self-assessment given.

Click **Next Page** to continue next question and **Finish attempt - Submit all and finish.**



Example for Self-Assessment



**Self-Assessment 1.1: Introduction To UNIMAS ODL Quiz**[Back](#)**Self-Assessment 1.1: Introduction To UNIMAS ODL Quiz****Summary of attempt**

Question	Status
1	Answer saved
2	Answer saved
3	Answer saved

[Return to attempt](#)[Submit all and finish](#)**Quiz navigation**

Nina Student .





1. How do I access the UNIMAS LMS?

Answer: You can access the UNIMAS Learning Management System (LMS) by logging in to myodl.unimas.my with your student ID. Ensure you have a stable internet connection and use a supported browser.

2. What are the technical requirements for ODL students?

Answer: ODL students should have access to a computer or mobile device with internet access. Minimum requirements include:

Operating System: Windows 10 or macOS (latest versions)

Browser: Google Chrome, Mozilla Firefox, or Safari

Internet Speed: Minimum 2 Mbps for smooth video streaming and accessing course materials.

3. How do I know my examination schedule?

Answer: The examination timetable will be provided by your program leader or can be accessed through announcements in the LMS. Make sure to check for updates regularly.

4. What should I do if I miss an examination?

Answer: Missing an examination without a valid reason may result in a retake. Ensure you are aware of the examination schedule and attend accordingly. If you have an unavoidable reason, inform your program leader and provide supporting documentation.

5. Can I reschedule my exams?

Answer: Examinations are generally not rescheduled unless there is a valid reason like medical emergencies. Please consult your program leader for any special circumstances.



6. How do I communicate with my lecturers or support staff?

Answer: You can communicate through the LMS messaging system, email, or during live virtual sessions. Ensure to follow the university's netiquette guidelines when communicating with your lecturers or peers.

7. What should I do if I am facing issues with my LMS access?

Answer: If you are unable to access the LMS or experience technical issues, contact the university's IT support team via the provided helpdesk or support email address. Contact us at hello_odl@unimas.my or call +6082 583 700.

8. How do I submit assignments in the ODL system?

Answer: Assignments are typically submitted through the LMS by uploading the required files to the respective course page. Ensure you follow submission guidelines, including file format and naming conventions.

9. What happens if I fail a course?

Answer: If you fail a course, you may need to retake the exam or the course itself depending on the university's policies. Consult your program coordinator for further steps.

CONTACT US

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Handbook prepared by:

