Distance Learning (E-Learning)

Manual

~ LEARN FROM HOME ~
The Australian College of Kuwait (ACK) has always been committed to ensuring the academic progress of its students, especially during the current unfortunate circumstances of COVID-19 and the closure of ACK’s campus, and taking into consideration the safety and comfort of our students, which is of the utmost importance.

To this end and in compliance with the Kuwait government authorities’ directives, and because we care about our students’ future, we are pleased to inform you that after obtaining the approval of the concerned authorities (Council of Ministers, Ministry of Higher Education, and the Private Universities Council), ACK is adopting Distance Learning (e-learning) through online learning platform.

The Distance Learning (e-learning) platform will be used to resume your Spring 2019/2020 semester classes remotely in the safety and comfort of your home, your instructors will pick up where they last left off before the closure of ACK. Distance Learning (e-learning) classes will be available to any currently registered student in the Spring 2019/2020 semester who has signed the consent form.

The purpose of this document is to shed light and clarification on what is Distance Learning (e-learning), its benefits, and how to use the available platforms and answer questions relating to your academic program.

Further information and resources regarding the introduction of Distance Learning (e-learning) into ACK and MS Teams training resources prepared by ACK for your sake is included on ACK’s portal.
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Why Choose Distance Learning (e-learning)

1- Helps students graduate on time without any delay
2- It gives students the opportunity to work at their own pace
3- Lectures can be taken at any time that suits the students
4- Lectures can be reviewed many times and as required by students
5- Students are able to receive one-on-one academic, personal care and advising through online communication channels
6- It saves students the commute time and money
7- No conflicts with class schedules
8- It simplifies the time management issues for married and working students
9- To make a good use of the interruption period which may last for a while
10- Relaxing environment with reduced pressure compared to the typical classroom
11- Distance Learning (e-learning) is the step forward for future learning
12- It increases the students’ competitive edge
13- It is used by the high ranking academic institutions, and it is recognized worldwide as a learning method
14- Distance learning (e-learning) is a foundation phase for working from home with flexible hours
15- Distance learning (e-learning) empowers students to make use of the available E-materials and the E-libraries available through the internet
16- Distance Learning (e-learning) promotes an active and student-centered learning environment
17- Offers continuous access to updated lectures’ content and material
18- Make good use of the simulation and the virtual reality tools
19- It has great retention rates
20- Less impact on the environment by using less power resources
The Benefits of Continuing Distance Learning (e-learning)

1- Consistent with the Ministerial decision on the importance of staying home to prevent the spread of the new virus COVID-19 and to ensure the continuity of education during crises.

2- Investing students’ time productively so that they do not fall behind compared to their peers at ACK who choose track 1 and peers at other institutions.

3- Provide the opportunity to focus on students expected to graduate to complete graduation requirements through distance learning.

4- In response to the desire of students and parents to continue education during the current period.

5- Distance learning (e-learning) allows the use of the Internet and modern technologies in line with the latest educational methods worldwide.

6- Full flexibility for students to suit their daily schedules and allow them to study at the time and place they wish.

7- Multiple learning methods using modern tools and applications that will make education more effective and appealing for students.

8- Accessibility to rich online educational resources for students that can be effectively utilized to continue their education easily.

9- Accessibility to e-learning platforms that facilitate communication and interaction between students and faculty, in addition to helping students develop their skills, improve their discipline, increase sense of responsibility, manage time and enhance thinking and creativity skills.

10- The ability to communicate between students and faculty periodically through dedicated networks (Microsoft Teams) and e-mail.

11- Introduction of special assessments for distance learning.

12- A strategic opportunity to contribute to meeting Kuwait’s Vision 2035, serving the strategic pillar of "Investing in Creative Human Capital", and reforming the education system to better prepare the youth to become competitive and productive members of the national workforce.
Section 1: FAQs on Distance Learning

Q1. Has Distance Learning (e-learning) been approved by the Ministry of Higher Education and the Private Universities Council (PUC)?

Yes, an official circular has been issued based on the decision of the Council of Ministers, from the Office of the Minister of Higher Education, as well as from the Private Universities Council which includes guidelines for Distance Learning (e-learning) for all private colleges and universities.

Q2. Do I have to continue my semester using the Distance Learning (e-learning) platforms?

We strongly recommend that students register in Distance Learning (e-learning) but as per the authorities decision, it is strictly optional for students. Students wishing to continue the Spring 2019/2020 semester using the Distance Learning (e-learning) platform must sign the Student Declaration Consent Form for Distance Learning (e-learning). This form will be available online for each student to read, confirm and then sign. Please note that this form will be considered as an official and formal consent form.

Q3. Is it possible to register in some of the courses online and continue the rest in August 2020?

No. Students who choose to continue Spring 2019/2020 through Distance Learning (e-learning) need to commit to complete all the courses that they have registered for in the Spring 2019/2020 semester. Note that learning through Distance Learning (e-learning) platform is to resume your Spring 2019/2020 semester. It is not a new semester.

Q4. What will happen if I do not enroll in Distance Learning (e-learning)?

If you choose not to enroll in Distance Learning (e-learning) and/or you do not comply with all the specific terms and conditions of learning through using the Distance Learning (e-learning) platform, you will be required to complete the current Spring 2019/2020 semester by enrolling in the intensive semester program scheduled in August 2020. Please note that we cannot guarantee resumption due to the unpredictability of the current conditions. We strongly encourage all of our students to read the files that have been posted on the distance learning (e-learning) page on (i) Why choose Distance Learning (e-learning) and (ii) The benefits of Distance Learning (e-learning).
Q5. Will learning through Distance Learning (e-learning) be considered a new semester?

No. Distance Learning (e-learning) is just the means that will be used to continue your already registered Spring 2019/2020 semester courses. It is not a new semester. It is a continuation for your Spring 2019/2020 courses i.e. instructors will pick up where they last left off prior to the closure of ACK due to COVID-19.

Q6. If I have a warning, can I still resume Spring 2019/2020 through Distance Learning (e-learning)?

Yes, any student who is currently registered for Spring 2019/2020 and has enrolled in courses prior to the closure due to COVID-19 can resume through the Distance Learning (e-learning) platform as it is not a new semester, it is a continuation for the current Spring 2019/2020 semester.

Q7. If I did not previously register for Spring 2019/2020, can I register now for the Distance Learning (e-learning) for Spring 2019/2020?

No. The current Distance Learning (e-learning) platform offering is a means to resume learning for currently registered students. It is not a new semester.

Q8. How will Distance Learning (e-learning) be conducted?

The three broad Distance Learning (e-learning) methods available through ACK are:

A. Faculty post their lecture in the form of PowerPoint slides with a pre-recording of their voice explaining the material using the “Narration” and/or Microsoft Teams functions.

B. Live presentation of the lecture using Microsoft Teams and the use of the whiteboard and electronic pen/tablet embedded within Microsoft Teams to explain the lecture material. In addition, the live lecture can be recorded for future use by students.

C. Recording of lectures in ACK studios and posting them online for students to review through Microsoft Stream.

For each Distance Learning (e-learning) course, the supervising faculty member will communicate directly with students regarding the method of online learning as well as means of assessments and any group activities.

Please refer to sections 2 and 3 of the Distance Learning (E-Learning) Manual for further information.
Q9. What will be the duration of the online classes?

It will be as registered in your time table.

Q10. Will there be a trial period for Distance Learning (e-learning) to practice on it and get used to it?

Yes, from 12th to 16th April 2020 and students can opt to withdraw from the Distance Learning (e-learning) during 19th to 23rd April 2020. However, section 2 and 3 of the Distance Learning (E-Learning) Manual will provide you with the necessary instructions on how you can utilize the Distance Learning (e-learning) platforms and how you can view your classes, submit assignments, ask questions, etc.

Q11. What tools do I need?

You will need your laptop/desktop/tablet, an internet connection, and your study materials. For Microsoft Teams requirements:

- Internet Explorer 11, Microsoft Edge, Google Chrome, Safari, and Firefox. However, Firefox does not fully support Microsoft Teams meetings.

- Compatible with Android phones and tablets. Compatible with iPhone, iPad, and iPod touch. For the best experience with Microsoft Teams, use the latest version of iOS and Android.

Q12. What if I have a question to ask about the course or the subject being covered?

All students will have access to their instructors and academic advisors and may get in touch with them through Microsoft Teams. If you are unable to get in touch with your academic advisor, you can contact the Head of your Department or the Dean of your School.

Q13. What if I have a non-academic related concern?

You can email any of the following accounts based on the topic of your concern, and we will respond to you as soon as possible

- registrationunit@ack.edu.kw for any issue related to your current enrollment, questions regarding withdrawals, or general issues where you might not know exactly who to refer to

- studentaffairs@ack.edu.kw for non-academic related question and attendance questions
• finance@ack.edu.kw for more information on fees required or payment plan due dates

• scholarshipunit@ack.edu.kw for more information for PUC funded students or students funded by other entities

• helpdesk@ack.edu.kw for IT-related assistance regarding password expiry or issues related to MyLMS or Microsoft Teams

Q14. How will my assessments be and how will I be graded?

Please refer to section 3 of the Distance Learning (E-Learning) Manual or refer to your course instructor or academic advisor.

Q15. What is the remaining duration of the Spring semester using Distance Learning (e-learning)?

• Last day of teaching through Distance Learning (e-learning) will be 28th May 2020.

• Final exams period will be from 31st May – 4th June 2020.

• Last day of the online semester will be 9th June 2020.

Q16. Will attendance be logged?

Yes, attendance will be monitored and logged on a weekly basis by each course instructor and will count toward your final grade.

Q17. Will registering for the Distance Learning (e-learning) help me graduate on time if I am an expected graduate for Spring 2019/2020?

Yes, resuming through the Distance Learning (e-learning) platform will allow you graduate on time (upon successful completion of the semester) and will also allow you to register for the Summer 2020 semester (if you are a Diploma graduate wishing to enroll in the Bachelors program).

Q18. What will the academic calendar look like for students opting to resume the Spring 2019/2020 semester through the Distance Learning (e-learning) platform?

Resuming Spring 2019/2020

1. Starting Date 12th April 2020.

2. Registration for online learning from 12th April to 16th April 2020.
3. First week is a trial week and Introduction to online learning from 12\textsuperscript{th} April to 16\textsuperscript{th} April 2020.

4. Second week will be for withdrawal from online learning from 19\textsuperscript{th} April to 23\textsuperscript{rd} April 2020.

5. Last day of teaching online 28\textsuperscript{th} May 2020.

6. Final exams period from 31\textsuperscript{st} May to 4\textsuperscript{th} June 2020.

7. Last day of the online Spring 2019/2020 semester: 9\textsuperscript{th} June 2020.

**Q19. Do I need to pay my fees if I am a self-funding student opting for learning through the Distance Learning (e-learning)?**

Yes, your fees will be required to be paid as you will not be able to receive your final grade until you have cleared all of your semester fees and any outstanding payments.

**Q20. What if I am an Aviation student will I be able to opt for Distance Learning (e-learning)?**

Considering the nature of Aviation program, Aviation students cannot utilize Distance Learning (e-learning) as a means to complete the Spring 2019/2020 semester. The Distance Learning (e-learning) for Aviation students will serve only for course revision purposes.

**Q21. I am an Engineering student, how will the labs be conducted through Distance Learning (e-learning)?**

Please refer to Section 3 of the Distance Learning (E-Learning) Manual for further details.

**Q22. I am an Engineering student, what about my graduation project?**

Please refer to section 3 of the Distance Learning (E-Learning) Manual for further details.

**Q23. What if I decide to withdraw from the Spring 2019/2020 semester after I have signed the consent form to continue the academic year through the Distance Learning (e-learning) platform after the drop period?**

The ACK Withdrawal Policy terms will be applied where the student will receive a W grade, taking into consideration that sponsored students will need to follow their sponsor’s regulations for semester/course withdrawal and self-funded students will be required to pay the semester fees in full. Students who withdraw from
Spring 2019/2020 will then need to re-register in the withdrawn courses in the upcoming semester.

**Q24. If I resume Spring 2019/2020 through the Distance Learning (e-learning) platform and successfully complete the semester, will I be able to register for new courses in August 2020?**

This has still not been decided. ACK will evaluate the situation closer to the time and take the necessary decisions accordingly and in line with the rules and regulations of the concerned authorities.
Section 2: How to use Distance Learning platforms

MyLMS

1. Go to the ACK Portal > Click on myLMS.

2. Enter your username and password.

How do I view my Courses on myLMS?

To view your courses, click on the Courses tab once you’ve logged in. If the semester has not started yet, you might find the courses listed under the Future sub-tab as shown below.
How do I view my Assignments on myLMS?

Your assignments will appear in the assignment box of your course page.

**Note:** To access myLMS from your smart phone, download the Moodle app either from the App store or Google Play. You will need to add the site address [https://mylms.ack.edu.kw](https://mylms.ack.edu.kw), then enter your username and password.

**Microsoft Teams**

- [Welcome to Microsoft Teams](#)
- [Microsoft Teams Guide - Desktop App](#)
- [Microsoft Teams Guide - Mobile App](#)
Section 3: Academic Information and Assessment Criteria

Lecture Delivery

The three broad e-learning methods available through ACK are:

A. Faculty post their lecture in the form of PowerPoint slides with a pre-recording of their voice explaining the material using the “Narration” and/or Microsoft Teams functions.

B. Live Presentation of the lecture using Microsoft Teams and the use of the whiteboard and electronic pen/tablet embedded within Microsoft Teams to explain the lecture material. In addition, the live lecture can be recorded for future use by students.

C. Recording of lectures in ACK studios and posting them online for students to review through Microsoft Stream.

For each e-learning course, the supervising faculty member will communicate directly with students regarding the method of distance learning (e-learning) as well as means of assessments and any group activities. Occasionally Distance Learning (e-learning) might not require personal face to face meeting of any participant and is therefore ideally suited for students living in remote areas or for reasons such as the global coronavirus pandemic attendance on campus is not possible.

Online Assessment (Spring 2019/2020 Semester)

In line with the original academic calendar, the first examination period was completed prior to the temporary closure of the campus due to the coronavirus pandemic. For those students who choose to take the Distance Learning (e-learning) pathway to finish the Spring 2019/2020 semester, the remaining assessments cannot be undertaken on ACK’s campus. Accordingly, supervising faculty will determine fair and reasonable means of online assessment taking into account the individual nature of each course.

The detailed arrangements regarding laboratory and other applied aspects of learning will be interpreted and presented to students in the most effective means possible using electronic mediums. Similarly, project type work that would normally be undertaken by groups will be modified so that learning and assessments can be undertaken in team situations, but restricted to online activity. The health of students, staff and their families are of paramount importance during these unique circumstances.

There will be no second midterm exams for those students wishing to complete the Spring semester through Distance Learning. Each academic department will consider different types of assessment based on the nature and requirements of each course. The remaining assessments will include quizzes, assignments, projects, open-book exams, and other activities as appropriate for individual course requirements.
During the first week of Distance Learning, all faculty members will explain to students the method of delivery and assessment for their course. PBL courses, final year projects, and internships will all be offered online and the learning and assessment will be tailored so that the requirements can be completed without the need for face to face communication. Where necessary projects will be modified using simulation/theoretical based means for assessment.
English Language Program

Students in Level 1 Intensive or Level 1 Common and Level 2,

Assessments will vary depending on the skill/course. Below is a summary of the testing methods that you will be using.

In writing, students will write their assessments during the time of the class meeting, scan it and send it for feedback. Research work will be done as a homework before it is incorporated in a draft to be written during class meetings.

In Reading, assessments will vary between tasks outside the class hours and a test done online using a world-wide used platform

In listening, students will be tested using an online test using a world-wide used platform, recorded videos and live videos on Microsoft Teams.

In Speaking, students will be assessed using online presentations and discussions using Microsoft Teams.

As for Transferable academic, students will produce a project that they work on individually or in a group. Group work will be on Microsoft Teams and will be monitored by the instructor.
School of Business

The closure of ACK's campus as result of the global outbreak of Coronavirus has left many of our students anxious about when they will be able to finish their studies. The School of Business recognizes and sympathizes with the predicament our students are having to endure. Our goal is to minimize this by offering our students an opportunity to continue their studies without further delay.

Consequently, the School of Business has adopted an e-learning mode of study, which allows our students to continue their studies online. Our students will be able to attend their lectures online using a system comparable to those used by leading universities globally. The students' work will be assessed using both formative and summative tools such as Projects, Presentation, Reflective Essays, quizzes and end of semester examinations.

As in any other semester, instructors will have the flexibility to select, from the broad category, assessment tools that best suit their courses. We have essentially kept all the key assessments tools that our students are familiar with and have been using at ACK. However, we have developed innovative approaches which allow our students to submit their assessments for grading through an online system.
School of Engineering

1- Regular Courses:

**Online Delivery:**
- Without Lab: Offered fully online
- With Experimental Lab:
  - Case 1: Practical LOs already covered
    - Offer the course online with simulation labs only
  - Case 2: Practical LOs can be covered through lab demonstration if no simulation labs are available
    - Lab grade is considered for simulation experiments (if any), quizzes/lab worksheets related to the lab demonstration and the grade before the study suspension
- With Computer Lab (assuming that required software will be provided to students off campus):
  - Lab grade is considered for lab worksheets submitted by the students at the end of each online lab session

**Theoretical part assessments:**
- Online quizzes and assignments defined by courses coordinators and approved by the curriculum committees.

**Lab Assessment:**
- No lab exams
- Assessment: Lab worksheets and reports

2- PBL Courses (except Graduation Projects):

**Online Delivery:**
- During the time of exclusive online education at ACK, PBL hands-on activities that cannot be replaced by simulation and modeling (such as building of prototypes, creation of artifacts, carrying out experiments, etc.), will be replaced with feasible replacements (such as reports describing the building of the prototype).

**Assessment:**
- Online Quizzes: if necessary
- Continuous Assessment: Deliverables
- Online Presentations and viva voce
3- Graduation Projects:

**Online Delivery:**
- Offered online for all students as majority are potential graduates.
- Prototype is not required.
- Projects are modified to Simulation/theoretical based projects

**Assessment:**
- Continuous Assessment: Deliverables
- Online Presentations assessed by a jury.

4- Mechanical Workshop:

**Online Delivery:**
- Online demonstration for all sections

**Assessment Plan for non PBL Courses**

- **Courses with Lab**

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<th>Assessment Title</th>
<th>Method of Assessment</th>
<th>Weight</th>
<th>Status</th>
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<td>Covered</td>
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<tr>
<td>2</td>
<td>Practical Assessment</td>
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<td>Partially Covered + Online</td>
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<td>3</td>
<td>Continuous Assessments</td>
<td>Assignments &amp; Quizzes</td>
<td>60%</td>
<td>Online</td>
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</tbody>
</table>

- **Courses without Lab**

<table>
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<td>Covered</td>
</tr>
<tr>
<td>2</td>
<td>Continuous Assessments</td>
<td>Assignments &amp; Quizzes</td>
<td>80%</td>
<td>Partially Covered + Online</td>
</tr>
</tbody>
</table>
Section 4: Student’s Netiquette Guide for E-learning

Distance Learning (E-Learning) is a flexible means of education enabling you to have direct control of the time and location through which you progress with your studies. Instead of attending classes on campus, you can learn from your own home and still be able to participate electronically in a real-time communication mode with your faculty and fellow classmates.

The Australian College of Kuwait (ACK) provides a Distance Learning (E-Learning) system and resources for the use by faculty, staff, and students. Online resources include two platforms: My LMS and Microsoft Teams and all the teaching and learning materials published through these platforms and communicated by ACK.

Please be informed that all the College’s policies and procedures apply to you when you are studying online with ACK. These policies and procedures are available on ACK Portal. Whenever necessary, we will inform you of any updates to these policies through your official student email account.

General Rules:

1. It is important that you never share your login authentications of username and password with another person.

2. Remember to always log-out when you are done.

3. All the content posted on these online platforms are the sole property of ACK. It is very important that you familiarize yourselves with the College’s Intellectual Property Policy and Copyright Policy.

4. Misusing the College’s online resources includes but not limited to the following:

   4.1 Uploading, downloading, reviewing, and running any material not related to the coursework. This material may include games, files, scripts, dynamic link libraries, videos, etc.

   4.2 Sharing materials such as but not limited to PowerPoint Presentations and/or Videos with another person not in your class;

   4.3 Using the chatting facilities built within these online platforms for social chatting or posting any inappropriate message;

   4.4 Recording of lectures’ live chat or students’ group discussions without the permission of the instructor or the students’ group members;

   4.5 No Picture or Video taking of the lectures;

   4.6 Breaches to the College’s Code of Conduct Policy and Procedure.

5. Any misuse of the College’s online resources is strictly prohibited and is considered a violation of the College’s policies and procedures which could lead to disciplinary measures such as denying access to the online system and failing the semester.

Always remember, if ever in doubt of what constitutes a misuse, please consult your instructor.