

**FAQS FOR LIVE AND DIGITAL LECTURES
(UE Summer and Winter Term 2022)**

Feb 2022

1. Are all lectures live?

Yes. All lectures are live and interactive. Use the chance to interact and discuss questions with the lecturer.

2. What happens if I can't attend a live lecture?

To benefit the most from our classes, it is in your best interest to take an active part in all classes. Some but not all lectures are recorded and will be available for you if you are unable to attend the live lecture.

In any case, if you are unable to attend a live lecture or the recording is unavailable, you can contact your professor or tutor directly via MS Teams or via mail. As your professor is connected with you for the lecture via MS Teams, you may easily reach out to him or her by clicking on his/her name and sending a private chat message.

3. Which lectures are pre-recorded?

Lectures are live and interactive and where possible, will be available after the lecture has taken place. Lectures won't be pre-recorded before they have taken place.

4. Will I be able to contact my professors/tutors at any time?

To assure you can exchange your thoughts with fellow students and professors / tutors and ask your questions at any time, you will get access to Microsoft Office 365 for your studies once you are enrolled at our university. Through this system you may contact your professors / tutors via mail or chat. You also benefit from the lecture's virtual room (a Team in Microsoft Teams) where the professors / tutors and students of the lecture are connected, exchange material, organize group work, and may communicate with each other about the lecture at any time.

5. What happens if I experience technical difficulties?

With the enrollment at our university, you will receive information material and video tutorials on the technical details for your lectures as well as all information on the administration of our University. If you still experience technical difficulties, you may contact the IT support on it.support@ue-germany.de.

6. Will lessons be recorded?

Some lectures are recorded and will be available for you afterwards if you are unable to attend the live lecture.

In any case, if you are unable to attend a live lecture or the recording is unavailable, you can contact your professor or tutor directly via MS Teams or via mail. As your professor is connected with you for the lecture via MS Teams, you may easily reach out to him or her by clicking on his or her name and sending a private chat message.

We do endeavor to have recordings available which you can view later, and we encourage you to attend all live lectures to ensure you get the best teaching experience. Also, the lecturer will provide lecture material such as exercises, slides or readings.

7. Master students - can they combine studying with working part time?

Many of our master's students combine their studies with a part-time job. It is possible to participate in the scheduled lectures. Once the schedule is available, please talk to your employer regarding flexible working hours and lectures. Even if you are unable to attend some of the live lecture, most are recorded and available afterwards.

8. Art & Design students - how are they going to carry out the projects?

Students will be encouraged to define and work out the strategies of their projects. They will work them out during the semester through both traditional and experimental forms of image-making. We will make sure that the students will pursue their distinctive visual language and finalize their projects through online counseling. As far as the governmental rules allow us, we strive to provide a limited campus presence as much as possible via our hybrid mode of teaching.

9. Art & Design students - What materials are they going to use and if there is a lack of facilities such as green room, dark room... etc. how are they going to cover this?

You will mostly use the same materials as in contact teaching. The campus arsenal is still available for you to borrow equipment or use the studios on campus. If you can't be on campus, you have no disadvantages because the tasks and dialogues offered will be defined for online classes. The lack of studios will be substituted by specially defined projects, which will shape the creativity and help to overcome any obstacles which might show up.

10. Art & Design students - Is online learning the right choice for me given that is an Art & Design course where the majority of hours will be spent in Workshops / Studio?

To help you achieve your goals and start or continue with your education, the Art & Design courses will be substituted by specifically defined projects during the pandemic. These projects enable you to realize them and continue your education wherever you are. We will keep you updated on new regulations regarding COVID-19 and help you prepare to return to class on campus.

11. How UE can guarantee live lesson given that students will log in from different part of the world with different time zone?

Lectures will be scheduled at Central European Time (CET). In our planning we take into account the time zones of the participating students. For those students who cannot attend a live lecture, or the recording is unavailable, you can contact your professor or tutor directly via MS Teams or via mail. As your professor is connected with you for the lecture via MS Teams, you may easily reach out to him or her by clicking on his or her name and sending a private chat message. We do endeavor to have recordings available which you can view later, and we encourage you to attend all live lectures to ensure you get the best teaching experience. Also, the lecturer will provide lecture material such as exercises, slides or readings.

12. Realistically are live lessons something for international students from countries with many hours of difference? How can they guarantee a successful learning?

Lectures will be scheduled at Central European Time (CET). In our planning we take into account the time zones of the participating students. Even if you are unable to attend the live lecture, some are recorded and available afterwards. This guarantees that you are up to date with all the lectures. After the session, the lecture material will be available for you to review.

13. Do I need to pay the same price for online learning as on campus? Why?

The quality of teaching and therefore your education is not affected through the digital format of teaching. Our academic staff uses interactive digital formats to successfully implement interactive live lectures that teach the same knowledge and skills as on-Campus teaching. Although you may not

be on campus temporarily, we consider us a university that guarantees first class education in hybrid teaching mode, no matter where you are. Our lectures, equipment and teaching methods are designed to guarantee you the best teaching experience, either on campus or online.

14. If I find virtual learning is not for me, what are my options?

If you find you are struggling with virtual learning, please contact your professors in the first instance. Our team at UE will help you guide you on how best to tackle the challenges you are experiencing. We also encourage you to use the virtual lecture room (a Team in Microsoft Teams) to exchange thoughts with fellow students and your professor. Otherwise, you can decide to defer based on the terms of your study agreement. Our student services team will also help you with this.

15. How can I register if I study online?

As soon as you are enrolled, you will receive the access information to our Online Campus system and your Microsoft Office account at the start of the semester. You can use the Online Campus to view your timetable and participate in online lectures via Microsoft Teams. If you still experience technical difficulties, you may contact the IT support on it.support@ue-germany.de.

16. Will I be matriculated even if I can't go to campus to do it because I sent the documents online? Will I be enrolled despite not being able to provide original documents?

In principle, you will have already submitted the necessary documents electronically during the application process. If something is still missing after enrolment, you can submit the remaining documents to our Service Center at service.center@ue-germany.de. Original documents need to be provided as soon as you arrive in Germany.

This full list of documents required for enrolment is:

- German health insurance
 - Digital photo
 - Original high school diploma
 - Original proof of language
 - Original signed contract
 - Copy passport
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17. Can I freeze my semester if I realize halfway that I don't want to continue? How many times can I do it?

Lectures start early March, 2022 and early September, 2022 for the Wintersemester respectively.

Usually, you would need to defer your start by the start of the intake (semester start). Due to the current situation, we encourage you to start online with UE. Should you NOT hold an entry visa for Germany, you can actively decide to start your study programme at UE and provide UE with the visa approval, once you receive it (please refer to the the UE Study Guarantee). Should you then decide that studying online is not an option for you, you would need to inform UE in writing and you will be charged parts of the tuition fee pro-rata, line with months studied. Provided all documentation is submitted on time, we would defer your start date free of charge to the next intake. If you hold an entry visa you need to start online or on campus for the 2022 term according to the existing study contract. You cannot defer your studies after the start of lectures and will be invoiced for the balance of your 1st semester tuition fees. You can find more information about the study guarantee here: <https://www.ue-germany.com/study-with-us/health-and-safety>
