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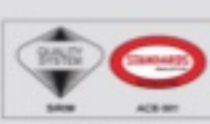


# ACADEMIC GUIDELINE OF OPEN AND DISTANCE LEARNING (ODL) Universiti Malaysia Pahang Al-Sultan Abdullah for Graduate Studies

Flexible Learning and Micro-Credential Centre (FLEXMC)  
Universiti Malaysia Pahang Al-Sultan Abdullah



TEKNOLOGI  
UNTUK  
MASYARAKAT



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**ODL**  
**@UMPSA**

# 1.1 ODL @UMPSA



Open and Distance Learning (ODL) at Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) represents a strategic institutional commitment to delivering flexible, high-quality, technology-enabled education that responds to the evolving needs of Malaysia's workforce and global knowledge economy. As a national technical university, UMPSA recognizes the diverse realities of contemporary learners—many of whom are working professionals, adult learners managing family responsibilities, or individuals located far from physical campuses. In response to these needs, UMPSA has developed a robust ODL ecosystem that enables students to pursue academic programmes without geographical, occupational, or time barriers, while ensuring that academic quality, learning outcomes, and assessment standards remain equivalent to conventional programmes.

## **Flexible Learning**

Study at your own pace without geographical or time constraints

## **Quality Assurance**

Academic standards equivalent to conventional programmes

## **Technology-Enabled**

Comprehensive digital platforms supporting modern education

This handbook serves as the authoritative guide for all ODL students at UMPSA. It provides detailed information on academic regulations, programme structure, assessment policies, learner responsibilities, digital platforms, conduct expectations, and support services available throughout the study journey. Students are required to read, understand, and comply with the contents of this handbook to ensure a smooth and successful learning experience. The ODL mode empowers learners to take control of their educational progression at a flexible pace, supported by structured instructional materials, synchronous and asynchronous learning opportunities, and comprehensive academic and administrative support. UMPSA remains committed to ensuring that every ODL student receives an enriching, equitable, and meaningful higher education experience.

# 1.2 About Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA)

Established as a technical university in 2002, Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) offers various engineering- and technology-based technical programmes, including high-level Technical and Vocational Education and Training (TVET) programmes.

After 21 years of glory, Universiti Malaysia Pahang (UMP) is now branded as Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA).

His Majesty Yang Maha Mulia Seri Paduka Baginda Yang di-Pertuan Agong XVI Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah Shah Ibni Almarhum Sultan Haji Ahmad Shah Al-Musta'in Billah, who is also the UMP Chancellor contributed a lot in shaping the country leadership, empowering education, disseminating knowledge and religion as well as the concern of His Majesty The King towards the people, especially in Pahang Darul Makmur.

The university started as the University College of Engineering and Technology Malaysia (KUKTEM), a technical university established on 16 February 2002. After five years of operation, the Government of Malaysia announced the change of the name KUKTEM to Universiti Malaysia Pahang (UMP), effective 1 February 2007.

The university's branding to UMPSA, when it was at the peak of success, was based on the Universiti Malaysia Pahang Order (Incorporation) (Amendment) 2023 (P.U. (A) 116/2023) effective 14 April 2023.

This branding coincides with the university's vision towards a leading technological university, and it will realise the aspiration of excellence achieved through academic empowerment and impactful research outputs and produce outstanding graduates to become quality human capital in driving excellent national development.

This branding will also build the university's visibility, reputation and capabilities, which aligns with the university's development and achievement at the age of 21 this year.

Ranked as one of the best in research and innovation within the classifications of Malaysia Technical University Network (MTUN) and Non-Research University (Non-RU), UMPSA is steadfastly committed to innovating and developing unique academic programmes through strategic international collaborations. A milestone of such innovation is UMP's world-class dual-degree engineering programme in collaboration with Germany's Karlsruhe University of Applied Sciences (HKA) – now seen as the benchmark for other public institutions of higher learning in Malaysia.

In research, UMPSA collaborates with local industries to focus on industry-related applications. Such research collaboration enables the university to enrich the teaching and learning modules and simultaneously promotes the commercialization of research output and products.

## 1.2.1 UMPSA Campus in Pekan

UMPSA's main campus in Pekan, located strategically, commenced its operations on 27 July 2009. This expansive campus is designed to be a hub for learning and innovation, with the capacity to accommodate up to 10,000 students and 2,000 staff members upon full completion of its development phases.

The Pekan campus boasts modern academic buildings that house state-of-the-art laboratories, lecture halls, and tutorial rooms, fostering an environment conducive to advanced technical education. Beyond the classroom, the campus is equipped with comprehensive student amenities, including a student center, dining facilities, and various recreational spaces designed to support a vibrant campus life.

Currently, the campus is home to four engineering faculties and one center, all equipped with specialized facilities:

- Faculty of Electrical and Electronics Engineering, focusing on cutting-edge research and practical applications in the field.
- Faculty of Mechanical and Automotive Engineering Technology, offering advanced programs and research in automotive and mechanical systems.
- Faculty of Manufacturing and Mechatronic Engineering Technology, dedicated to intelligent manufacturing and automation.
- Faculty of Computing, leading in areas such as artificial intelligence, software engineering, and data science.
- Centre for Modern Languages, providing essential language proficiency and cultural understanding for students.

The campus also features dedicated research centers that drive innovation and collaboration with industry partners, contributing to impactful research outputs. The library facilities are extensive, offering a vast collection of resources, digital databases, and quiet study areas to support academic pursuits. For student well-being and recreation, the campus includes a modern sports complex with facilities for various indoor and outdoor activities, promoting a healthy and active lifestyle.

Furthermore, UMPSA Pekan provides comfortable residential colleges for students, creating a supportive living and learning community. These colleges offer various amenities, ensuring a conducive environment for student development. The campus environment is meticulously designed with green spaces and modern infrastructure, making it a conducive and inspiring place for higher education.



## 1.2.2 UMPSA Campus in Gambang

Situated in Gambang, near the East Coast Expressway, UMPSA is just a 30 km drive from Kuantan, with an area of 126 acres and can accommodate up to 5,000 students. UMPSA is strategically located in the East Coast Industrial Belt of Peninsular Malaysia – which hosts a large number of multinational corporations (MNCs) in the chemical, petrochemical, manufacturing, automotive and biotechnology industries. UMPSA students get extensive exposure to the latest development in engineering and technology fields.

At present, this campus is home to four faculties, one institute and two centres:

- Faculty of Civil Engineering Technology
- Faculty of Chemical and Process Engineering Technology
- Faculty of Industrial Sciences and Technology
- Faculty of Industrial Management
- Institute of Postgraduates Studies
- Centre for Mathematical Sciences
- Centre for Human Sciences



## 1.3 Philosophy of ODL at UMPSA

The philosophy underlying ODL at UMPSA is anchored in the belief that education must be flexible, inclusive, and accessible to individuals at all stages of life. UMPSA regards ODL as a transformative educational model that empowers learners to pursue academic qualifications without disrupting their professional, family, or personal commitments. This philosophy embodies the principle of learner autonomy, where students take active responsibility for their learning through self-directed engagement with digital materials, reflective study practices, and meaningful interactions with academic facilitators.

<b>01</b>	<b>02</b>
<b>Learner Autonomy</b> Students take active responsibility for their learning journey	<b>Outcome-Based Education</b> All curricula aligned with clearly defined learning outcomes
<b>03</b>	<b>04</b>
<b>Practical Application</b> Apply theoretical knowledge to workplace scenarios	<b>Lifelong Learning</b> Education accessible throughout career and personal development

In line with Outcome-Based Education (OBE), UMPSA ensures that all ODL curricula, assessments, and instructional activities are aligned with clearly defined Programme Learning Outcomes (PLOs) and Course Learning Outcomes (CLOs). The ODL model emphasizes the development of critical thinking, problem-solving skills, digital literacy, and professional competencies, enabling learners to apply theoretical knowledge to practical workplace scenarios. Self-Instructional Materials (SIM), multimedia learning objects, virtual consultations, and structured online discussions are intentionally designed to support adult learning principles, enhance engagement, and promote independent and collaborative learning. UMPSA's ODL philosophy also supports the broader national agenda for lifelong learning, reinforcing the University's belief that education should be accessible throughout one's career and personal development journey.

# 1.4 Principles of Quality ODL Delivery

UMPSA adopts a comprehensive set of quality principles to ensure that ODL delivery is credible, learner-centred, and aligned with the Malaysian Qualifications Agency (MQA) ODL Standards. Central to these principles is adherence to Outcome-Based Education, where curriculum design, teaching strategies, and assessment methods are systematically structured to achieve measurable learning outcomes. This ensures consistency in academic quality across delivery modes.

## Holistic Learner Support

Comprehensive support ecosystem comprising academic advising, digital learning assistance, administrative helpdesks, library support, IT services, mental health counselling, and timely consultation opportunities with lecturers.

## Digital Accessibility

All learning materials including SIM, online modules, readings, videos, and assessment instructions are designed to be accessible, user-friendly, and suited to diverse learner needs.

## Academic Integrity

Strong academic integrity principles supported by plagiarism detection systems, proctored online assessments, ethical conduct requirements, and clear policies on responsible use of digital tools and AI technologies.

## Continuous Improvement

Regular internal audits, external reviews, student feedback cycles, instructional design evaluations, and benchmarking against national and international best practices.





Another core principle is the provision of holistic and structured learner support. Recognizing that ODL students often balance multiple responsibilities, UMPSA provides a robust support ecosystem comprising academic advising, digital learning assistance, administrative helpdesks, library support, IT services, mental health counselling, and timely consultation opportunities with lecturers. This structured support ensures that learners remain connected, engaged, and well-supported throughout their academic journey.

UMPSA also prioritizes digital accessibility and pedagogical integrity. All learning materials including SIM, online modules, readings, videos, and assessment instructions are designed to be accessible, user-friendly, and suited to diverse learner needs. The University enforces strong academic integrity principles, supported by plagiarism detection systems, proctored online assessments, ethical conduct requirements, and clear policies on responsible use of digital tools and AI technologies.

Continuous improvement is the final cornerstone of UMPSA's ODL quality assurance. Regular internal audits, external reviews, student feedback cycles, instructional design evaluations, and benchmarking against national and international best practices ensure that ODL programmes remain relevant, effective, and aligned with current educational and industry expectations. Through these principles, UMPSA ensures that its ODL delivery is of the highest quality, academically rigorous, and reflective of best practices in modern distance education.

# 1.5 Governance and Quality Assurance in UMPSA ODL

Quality ODL delivery is supported through:

## University Senate

Approves all academic policies, programmes, assessments, and standards.

## Faculty Academic Committee

Ensures programme delivery aligns with curriculum and learning outcomes.

## ODL Management Committee

Oversees operations, quality, instructional design, and ODL compliance.

## Programme Coordinators

Lead academic planning, student progression oversight, and faculty engagement.

## Lecturers & Facilitators

Provide instructional delivery, student guidance, assessment evaluation, and academic support.

## Instructional Designers

Develop high-quality SIM, multimedia content, and digital resources.

Internal & External Review Panels conduct programme reviews, audits, and quality assurance assessments.

# 1.6 UMPSA's Commitment to Supporting ODL Students

UMPSA is deeply committed to supporting the success, well-being, and holistic development of students enrolled in ODL programmes. Recognizing that ODL students often manage complex personal and professional responsibilities, the University ensures that comprehensive support systems are in place to facilitate an accessible, inclusive, and conducive learning environment. This commitment encompasses academic, technical, administrative, and emotional support services designed to meet the diverse needs of ODL learners.

<b>Academic Support</b>	<b>Administrative Support</b>
Structured access to lecturers, programme coordinators, and academic advisors who offer guidance on course content, assessments, progression, and study planning. High-quality Self-Instructional Materials (SIM), lecture recordings, discussion forums, and formative assessments enable students to engage meaningfully with course content at their own pace.	Dedicated faculty officers, financial services, admission units, and online platforms that simplify processes such as course registration, fee payments, and academic documentation.
<b>Technical Support</b>	<b>Student Welfare</b>
Stable, secure, and user-friendly digital platforms including KALAMODL, Microsoft Teams, Office365, and the UMPSA Library Portal supported by helpdesks and ICT personnel who respond promptly to technical issues.	Licensed counsellors and trained professionals offer confidential counselling, mental health support, stress management resources, and well-being initiatives tailored to the unique pressures faced by ODL students.

These comprehensive support elements collectively demonstrate UMPSA's dedication to ensuring ODL students not only succeed academically, but also feel valued, supported, and connected throughout their educational journey.

# 1.7 Scope, Purpose, and Use of This Handbook

This handbook serves as an essential document that outlines the policies, procedures, academic regulations, digital learning expectations, and support mechanisms governing the ODL experience at UMPSA. It is intended to guide students from the point of enrolment until graduation, ensuring they have clear and reliable information regarding programme delivery, assessment formats, academic integrity requirements, learner responsibilities, grievance channels, and available support services. The handbook consolidates all relevant information to help students make informed decisions, plan their studies effectively, and navigate the ODL environment with confidence.

- ❑ **Important Notice:** The content within this handbook applies to all students registered under UMPSA's Open and Distance Learning programmes and must be read in conjunction with the University's academic regulations, programme handbooks, and official policies set forth by the Senate and relevant academic committees.

While this handbook is comprehensive, UMPSA may update policies and procedures periodically to reflect changes in national standards, technological advances, or improvements to teaching and learning practices. Students are responsible for keeping themselves informed of such updates by checking official announcements via UMPmail and the KALAMODL platform. By adhering to the guidelines provided in this handbook, students will be better equipped to maximize their learning experience, uphold academic integrity, and progress successfully through their studies in a structured and responsible manner.





# ODL

OPERATIONAL  
PROCESS

# 2.1 Overview of Operational Processes in ODL

Operational processes form the administrative backbone of UMPISA's Open and Distance Learning (ODL) system. These processes ensure that students can manage registration, financial matters, academic records, and administrative requests efficiently, even without physically attending campus. UMPISA is committed to providing clear, transparent, and student-friendly processes that accommodate the needs of working adults and remote learners. Operational procedures in ODL are designed to be streamlined, fully accessible online, and supported by responsive administrative staff to minimize disruption and ensure a smooth academic journey. This chapter outlines the essential administrative processes that support registration, enrolment, course management, financial transactions, documentation requests, and campus access for ODL students.



## **Streamlined Registration**

Efficient online processes for admission and course enrolment



## **Financial Management**

Transparent fee structures and online payment systems



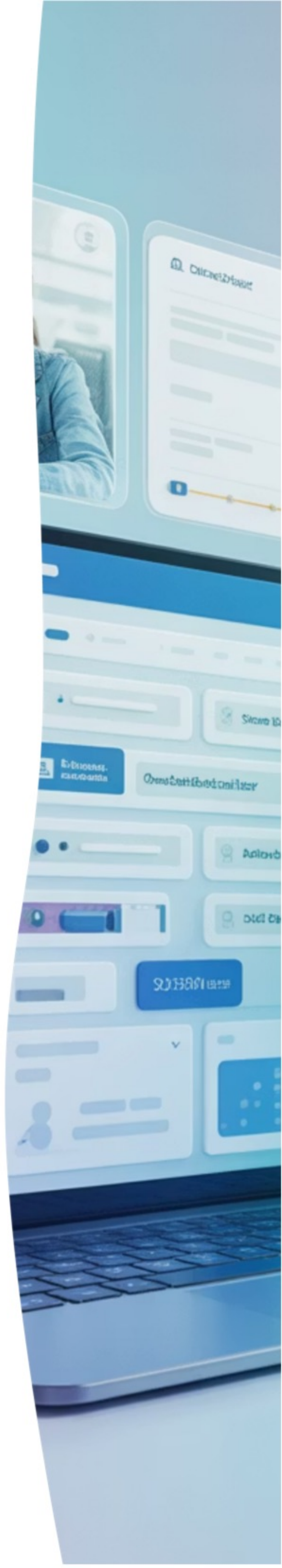
## **Digital Access**

Comprehensive online platforms for all administrative needs



## **Responsive Support**

Dedicated staff to assist with administrative matters



# 2.2 Student Admission & Registration Process

## 2.2.1 Admission Requirements for Master's Degree by Coursework

### Candidates with Qualifications in the Field of Study

- Bachelor's Degree (Level 6, MQF) in a related field with a CGPA of  $\geq 2.50$ .
- Bachelor's Degree (Level 6, MQF) in a related field with a CGPA between 2.00 and 2.50 may be considered after a rigorous internal assessment.

### Candidates without Qualifications in the Field of Study

- Required to take prerequisite courses as specified by the Faculty and pass them before commencing studies.
- Bachelor's Degree (Level 6, MQF) with CGPA of  $\geq 2.50$ : Admission possible by taking prerequisite courses.
- Bachelor's Degree (Level 6, MQF) with CGPA between 2.00 and 2.50: Admission possible after a rigorous internal assessment and completion of prerequisite courses.

## 2.2.2 General Admission Guidelines

### Additional Information

- Admission requirements for fields with Programme Standards must adhere to specified criteria. Faculty/Centre changes require Senate approval and must be appended to the Academic Regulations.
- Revisions by accreditation bodies (e.g., JPT) will be applicable from their effective date.
- Admission via Accreditation of Prior Experiential Learning (APEL) for specific programs requires Senate approval and is subject to MQA-listed fields.

### Rigorous Assessment

- An internal faculty-level evaluation for Master's and PhD candidates not meeting CGPA requirements or using non-conventional methods.
- Aims to evaluate knowledge and skills based on work experience or relevant evidence, with results requiring faculty-level approval.

# 2.2.3 English Language Requirements

## English Language Requirements for International Student Candidates

1.All international student candidates must meet the IELTS Band score of 5.0 or equivalent (Appendix 1), except for those pursuing these fields:

1.Language (IELTS 6.0 or equivalent)

1.Business Studies (IELTS 6.0 or equivalent)

1.Computing (IELTS 6.0 or equivalent or additional requirements)

1.All international student candidates must achieve IELTS Band 6.0 or equivalent (Refer to Appendix 1).

1.If the student does not meet this requirement, the Faculty must ensure that the student takes an English course and ensure that the student's proficiency is sufficient to fulfil this programme.

1.Computer Science students who do not meet the English language requirements must register for the UMPSA English preparation course and must obtain IELTS Band 5.0 or equivalent.

1.International student candidates who do not meet the English language requirements may be granted conditional approval. Applicants are given a period of two (2) years from the date of registration to fulfil this English language requirement. Students who FAIL to meet the English language competency requirements within the specified period will be dismissed from the programme.

1.IELTS certificate or equivalent obtained must not be more than 2 years from the date of taking the test and registration of candidacy.

1.TOEFL ITP and PBT certificates are not accepted in this programme.

1. Biotechnology (IELTS 5.5 and equivalent)

1. International student candidates who do not meet the English language requirements may be granted conditional approval. Applicants are given a period of two (2) years from the registration date to fulfil their English language requirements.

1. If the student FAILS to meet this English language competency requirement within the stipulated period, they will be discontinued from their study programmes.

1. For candidates who intend to write their theses in Arabic, they must meet the IELTS Band score requirement of 3.0 or equivalent AND only the following candidates will be considered:

1. International student candidates using academic qualifications from institutions or programmes that use Arabic as the sole medium of instruction and applying for a higher level of education at UMPSA. Candidates must submit supporting evidence duly authenticated by the previous university; OR

1. International student candidates from countries that use Arabic as their official language.

1. The validity period of the IELTS certificate obtained or equivalent must not exceed 2 years from the date of the examination until the candidate's registration. The TOEFL ITP and PBT certificates are not accepted for admission to this programme.

## 2.2.4 Exemptions from English Language Requirements

Exemptions from English language requirements may be granted to the following candidates:

- 1 Institutional Medium of Instruction**

International student candidates who have academic qualifications from institutions that use English as the sole medium of instruction and are applying for a higher level of education at UMPSA. Candidates must submit supporting evidence duly authenticated by the previous university.
- 2 Official Language Countries**

International student candidates from countries that use English as their official language. The list of countries that use English as the medium of instruction is in Appendix 2.
- 3 Local University Graduates**

International student candidates who have graduated from local universities.
- 4 Cognate Language Speakers**

International student candidates from Indonesia, Brunei, Singapore, and Southern Thailand who are enrolled in study programmes that use languages which are cognate to the Malay language.
- 5 Malay Language Instruction**

International student candidates who have academic qualifications from institutions that use the Malay language as the sole medium of instruction and intend to pursue a higher level of education in Malaysia.

## 2.2.5 Technical Requirements (Hardware and Software)



For distance learning, students require reliable access to a personal computer with internet. Lectures are delivered via video conferencing and chat rooms, necessitating a computer, internet, and a fully up-to-date web browser. A high-speed connection is recommended for optimal performance.

The following outlines the minimum computer hardware and software requirements. Students should consult their instructor for any course-specific hardware/software needs.

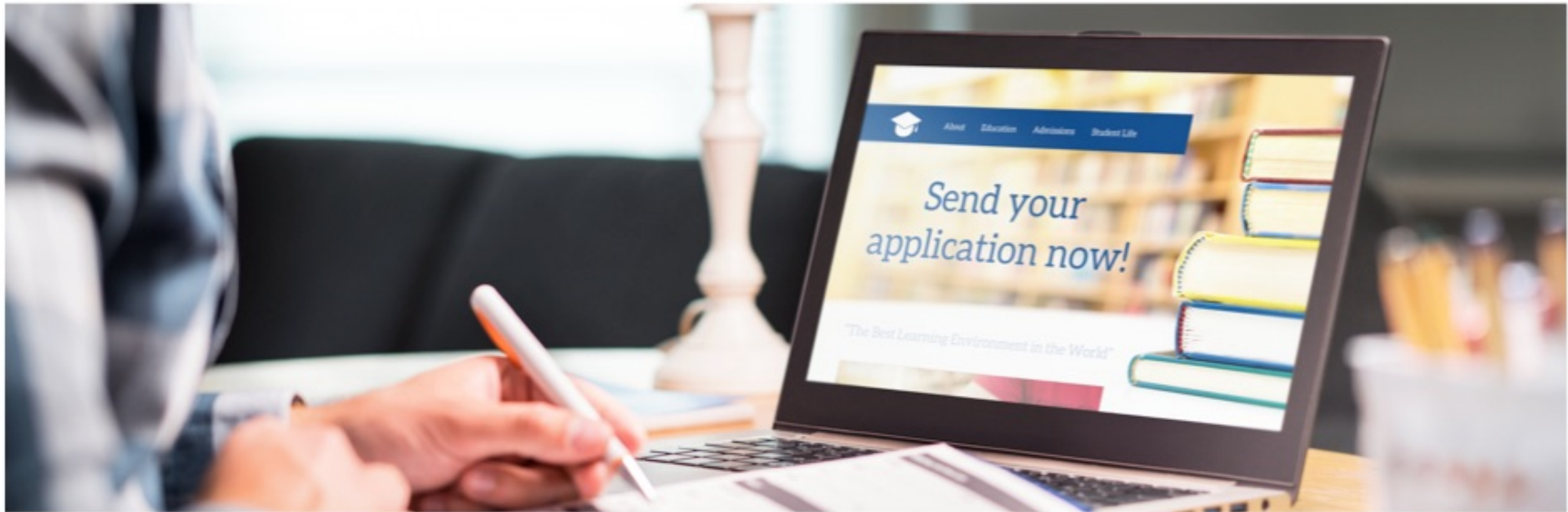
**Table 1: Required computer hardware and software for ODL courses**

MICROSOFT WINDOWS	MACINTOSH
<ul style="list-style-type: none"><li>• Operating System: Windows 7 or higher</li><li>• Processor Speed/Type: 2.0 GHz or higher</li><li>• CPU Memory (RAM): 4 GB or higher</li><li>• Productivity Software: Microsoft Office and/or Office 365</li></ul>	<ul style="list-style-type: none"><li>• Operating System: MAC OS X 10.6</li><li>• Processor Speed/Type: 2.0 GHz or higher</li><li>• CPU Memory (RAM): 4 GB or higher</li><li>• Productivity Software: Office Suite for Mac</li></ul>

Familiarity with office suites, word processing tools, and managing online resources (e.g., online library, file management) is essential.

A high internet bandwidth is also required, with a recommended minimum of 1 Mbit download and 0.5 Mbits upload speed. You can check your internet bandwidth at: <http://www.speedtest.net/>

## 2.3 Application For Admission And Offer Of Study



1

### Application for Admission

Prospective candidates must apply online via the ODL UMPSA Website. Ensure all required fields are completed; incomplete applications will not be considered.

Apply online through ODL UMPSA Website:  
<https://odl.umpsa.edu.my/index.php/en/>.

2

### Offer of Study

The formal offer and commencement of any study programme are contingent upon the Faculty's confirmation, ensuring alignment with academic approvals and availability.

3

### Renewal of Application

Offer letters are valid for one (1) year. If your offer letter exceeds this validity period, a new online application will be required.

4

### Revocation of Offer

The university reserves the right to withdraw an admission offer if any false information is provided by the applicant, upholding the integrity of our admissions process.

## 2.4 Academic Year

### Coursework and Mixed-Mode Programmes

The academic year for the Coursework and Mixed-Mode Master's programmes is divided into two (2) regular semesters; Semester I, and Semester II or three (3) regular semesters; Semester I, Semester II and Semester III (refer to course programme). Each semester comprises a minimum of 18 weeks (including lectures, examination, and preparation).

At the start of each academic cycle, students admitted into an ODL programme must complete several steps to formalize their enrolment. The admission process typically includes acceptance of the offer, payment of initial fees, and activation of UMPSA digital accounts. Once enrolled, students gain access to official platforms such as UMPmail, KALAMODL LMS, UMPSA Ecomm (Student Portal IMS), and Microsoft Teams.

### Registration Process

Step	Description
Offer Acceptance	Student accepts programme offer via portal/email
Fee Payment	Initial or semester fees processed via online payment
Account Activation	UMPmail, KALAMODL, UMPSA Ecomm credentials activated
Course Registration	Students register for courses via UMPSA Ecomm
Orientation	Online orientation materials and briefing sessions

- Key Notes:** Students must register courses before the academic session begins. Access to KALAMODL will be granted only after course registration is confirmed.

# 2.5 Course Registration & Add/Drop Process

Course registration is completed through UMPSA Ecomm, the Student Academic Management Portal. Students are responsible for ensuring that they register for the correct number of credits each semester and comply with programme progression requirements.

The Add/Drop period is usually limited to Week 1–2 of the semester and allows students to adjust their study load if necessary. All changes must comply with maximum and minimum credit limits established by the programme structure.



### Register During Official Window

Complete registration within the designated timeframe



### Verify Requirements

Check CLO/PLO mapping and prerequisites



### Consult Coordinator

Seek guidance if unsure about course selection



### Complete Add/Drop

Make changes within allowed timeline



## 2.6 Credit Transfer, Credit Exemption & APEL(C)

UMPSA recognizes prior learning through mechanisms such as credit transfer, credit exemption, and APEL(C)(Accreditation of Prior Experiential Learning for Credit). These pathways enable learners with relevant qualifications, work experience, or professional certificates to reduce time-to-completion and avoid redundancy in learning.

### Credit Transfer Guidelines

- Applicable to relevant courses previously completed at accredited institutions
- Must meet minimum grade and course equivalency requirements
- Subject to faculty approval and Senate endorsement

### APEL(C) Eligibility

- For students with significant work experience
- Requires portfolio submission, evaluation, and possibly assessments
- Credits awarded only for demonstrable learning outcomes equivalent to CLOs



# 2.7 Tuition Fees & Financial Procedures

Financial management is a critical operational component for ODL students. UMPSA provides transparent fee structures, online payment options, and formal statements accessible through the finance portal. Students must ensure prompt payment of fees to avoid disruptions to course access, examination eligibility, or academic status.

## Financial Process Overview

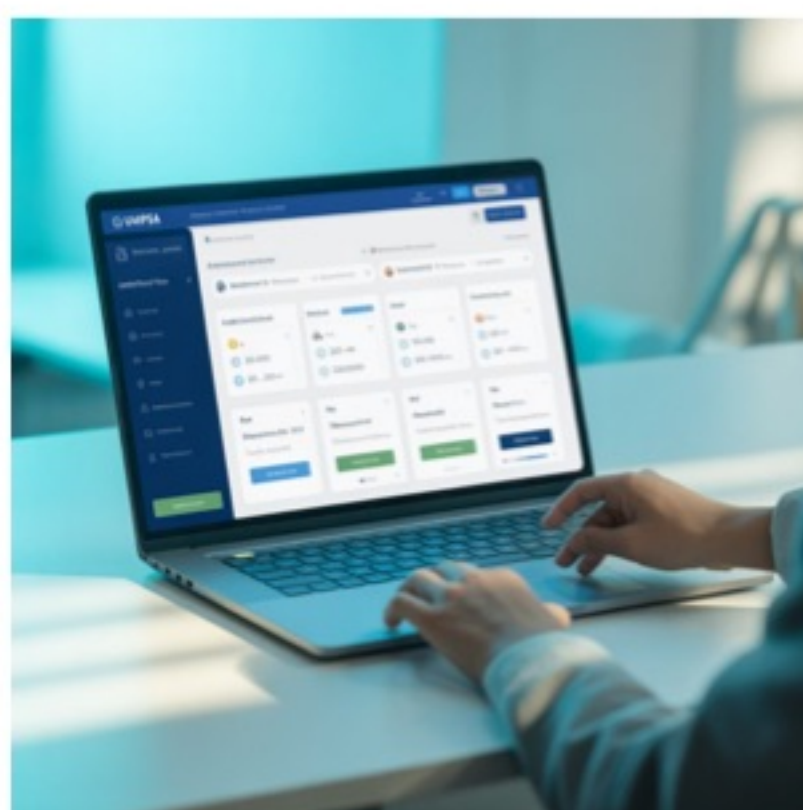
Process	Description
Fee Payment	Online via student portal or bank-in
Invoice Generation	Accessible through Finance Portal
Payment Receipt	Auto-generated and downloadable
Refund (If Applicable)	Based on withdrawal/deferment policy
Financial Queries	Directed to Finance/Bursary Unit

- Important Reminders:** Late payment may affect access to LMS and course registration. Students must retain records of all financial transactions.

# 2.8 Accessing Academic Records Using UMPSA Ecomm

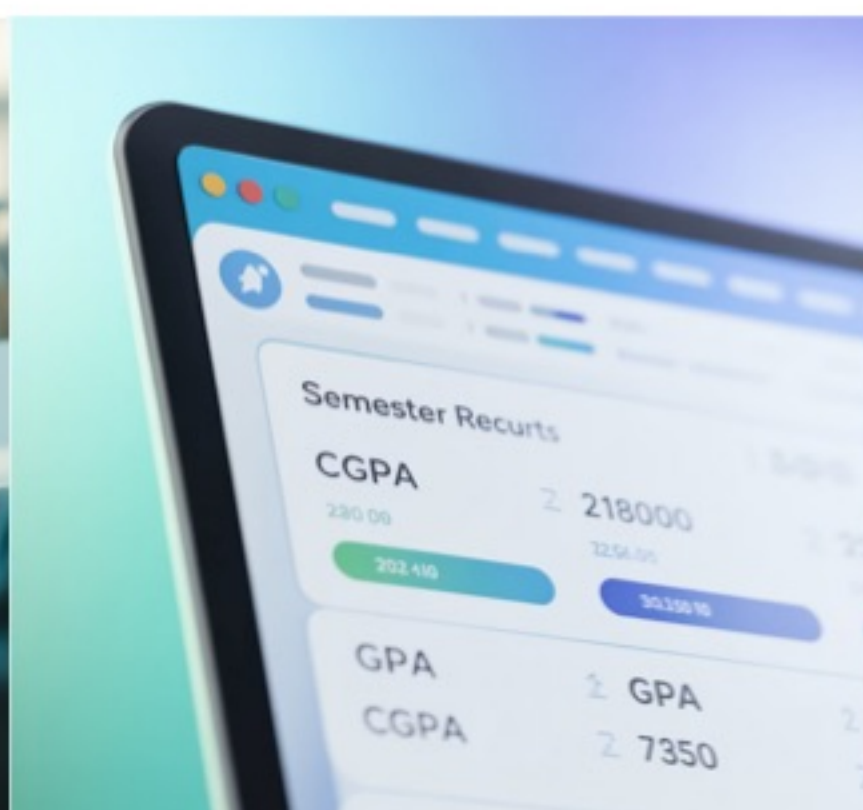
UMPSA Ecomm is the central platform for managing academic records, providing a comprehensive portal for students to manage their academic journey. From checking grades to monitoring CGPA, registering for courses, and updating personal information, UMPSA Ecomm is your go-to resource. All crucial academic processes, including grade reviews, progression status, and graduation eligibility, are efficiently communicated through this integrated system.

## Key Functions of UMPSA Ecomm



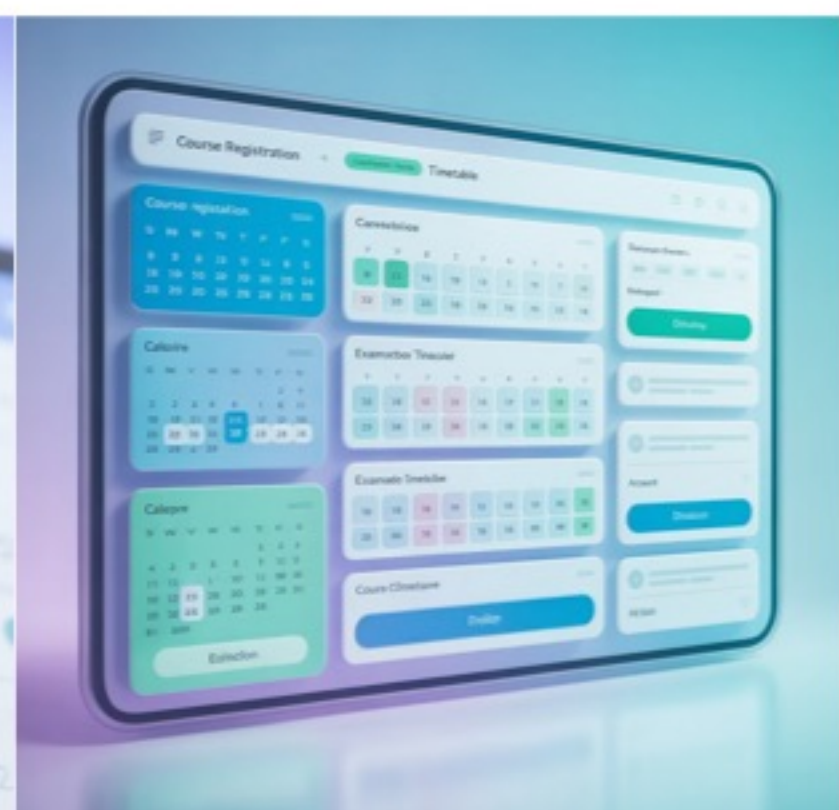
### Manage Your Academic Profile

UMPSA Ecomm serves as your personalized hub. Access the main interface to navigate through various sections, ensuring you're always connected to your academic progress and university information.



### Monitor Grades and Standing

Keep track of your academic performance with ease. View your semester results, CGPA/GPA calculations, and current academic standing (Good Standing / Probation). This ensures you're informed about your progress towards graduation.



### Course Registration and Schedules

Effortlessly manage your course load and plan your study schedule. UMPSA Ecomm allows you to check your course registration status, view detailed examination timetables, and confirm your graduation status when the time comes.

## 2.9 Withdrawal, Deferment & Re-Registration

ODL students facing personal or professional challenges can apply for deferment or temporary withdrawal. Understanding the procedures, requirements, and consequences is crucial for informed academic decisions at UMPSA.



### Withdrawal Categories

Students may discontinue studies via:

- **Voluntary:** Student-initiated for personal, health, or professional reasons. Requires formal application.
- **Administrative:** University-initiated due to non-payment, non-registration, or academic ineligibility. Students are notified.

**Consequences:** Academic record reflects withdrawal, potential financial penalties, and a more complex re-admission process.



### Deferment Guidelines

Temporarily postpone studies while maintaining student status:

- **Reasons:** Medical conditions, professional duties, personal emergencies, or other approved exceptional situations.
- **Process:** Submit formal application with comprehensive supporting documents via UMPSA Ecomm, typically before semester start.
- **Approval:** Subject to faculty review; maximum duration usually limited (e.g., 1-2 semesters).
- **Requirements:** Must be in good academic standing with no outstanding financial obligations.

**Impact:** Extends graduation date; tuition fees for deferred semesters waived, but previous outstanding fees must be settled. Consult scholarship providers.



### Re-Registration

For students returning after deferment:

- **Account Reactivation:** Notify the university formally to resume studies. Contact Academic Department/IT for UMPSA Ecomm access.
- **Course Enrollment:** Proceed with course registration for the upcoming semester, adhering to academic calendar and deadlines. Consult academic advisor.
- **Eligibility:** Meet academic prerequisites and clear all outstanding administrative or financial issues.
- **Early Planning:** Initiate the process well in advance to avoid complications and ensure timely enrollment.

**Note:** Failing to re-register after approved deferment without proper communication may lead to administrative withdrawal.

# 2.10 Examination Eligibility & Administrative Compliance

Before sitting for final assessments, students must meet crucial administrative and academic requirements. Understanding these aspects, which include fee settlement, attendance of mandatory sessions, and strict compliance with proctoring rules, is key to a smooth examination experience.



## Administrative Compliance

All outstanding fees must be settled, and you must be correctly registered for all courses to ensure your eligibility. Verify your registration status and clear any financial obligations well in advance.

## Technical & Identification Readiness

Test your technical setup to ensure it meets online exam requirements. Have your student ID, IC, or passport available for identification, and attend any mandatory pre-exam sessions for specific course requirements.

## Proctoring & Academic Integrity

Strictly comply with all academic integrity policies and proctoring rules. Familiarize yourself with the monitoring systems used to ensure a fair and honest examination environment.

## 2.11 Campus Access for ODL Students

Although ODL programmes are primarily online, students may access UMPSA campuses for selected purposes such as library visits, consultations, administrative matters, counselling, and official events.



### Campus Access Guidelines

Access Type	Description
Library Access	Books, study spaces, research computers
Administrative Counters	Queries, documentation, academic records
ICT Services	On-site support for technical issues
Counselling	Optional in-person sessions

Students must bring their Student ID and follow campus security procedures.

## 2.12 Essential Operational Policies for ODL Students



To ensure smooth administration, UMPSA enforces several operational policies:

<b>Official Communication</b> All academic communication must use UMPmail	<b>Deadline Compliance</b> Deadlines stated in LMS and official channels are final	<b>Information Accuracy</b> Students must maintain accurate personal information in UMPSA Ecomm
<b>Prompt Reporting</b> Administrative issues must be raised promptly	<b>Digital Backups</b> ODL students must keep digital backups of documents and submissions	



## 2.13 Quick Reference: Operational Processes

Operational Processes Summary Table

Process	Platform	Responsible Unit	Notes
Admission & Registration	UMPSA Ecomm	Admissions, Faculty	Online application required
Course Add/Drop	UMPSA Ecomm	Faculty Office	Week 1-2 only
Fees & Payments	Finance Portal	Bursary	Online payment available
Assessment Access	KALAMODL	Lecturer, ODL Unit	After course registration
Live Classes	Teams	Lecturer	Scheduled sessions
Academic Records	UMPSA Ecomm	Academic Division	Real-time updates
Technical Support	Helpdesk	ICT/ODL Unit	24-48 hour response
Counselling	Counselling Unit	Student Affairs	Confidential services

## 2.14 Fees Information

The fee structure for Open and Distance Learning (ODL) postgraduate programmes at Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) is designed to be transparent, competitive, and affordable for working professionals. Fees are charged on a semester basis, and include components such as tuition fees, registration fees, service fees, examination fees, and other administrative charges. All ODL students are responsible for ensuring timely payment to maintain access to KALAMODL, Microsoft Teams, and other academic services. Kindly refer <https://admission.umpsa.edu.my> for further information.

## 2.15 Graduation Information

### Graduation Requirements

Coursework students are only eligible for conferment after the following requirements are met:

1. fulfilled the graduating credit requirement; AND
1. achieved a CGPA of  $\geq 3.00$ ; AND
1. fulfilled all other requirements; AND
1. obtained Senate approval.

### Posthumous Graduation

The award of a Master's or Doctor of Philosophy degree to a student who has passed away during their studies and is eligible for conferment for the registered programme is subject to Senate approval. Posthumous Graduation Requirements:

1. Achieved a Good Standing (GS) status; AND
1. Achieved at least 80% of the graduate credit requirement and a satisfactory level of program learning outcomes; OR
1. Achieved a Satisfactory (S) status; AND
1. At least submitted thesis for the pre-oral examination and achieved a satisfactory level of programme learning outcomes.





# PROGRAMME DELIVERY

## 3.1 Overview of Programme Delivery in ODL

This section provides an introduction to Chapter 3, outlining the fundamental aspects of how UMPSA delivers its Open and Distance Learning (ODL) programmes. UMPSA employs a robust, technology-enhanced framework designed to offer flexibility without compromising academic rigor.

The structured approach to education delivery ensures a comprehensive learning experience, integrating online resources, virtual interactions, and self-paced study modules. This framework is meticulously designed to support diverse learning styles and schedules, making quality higher education accessible.

All ODL programmes and their delivery methods are meticulously designed to meet and exceed the quality assurance standards set by the Malaysian Qualifications Agency (MQA), ensuring graduates receive recognized and valuable qualifications. This overview precedes a deeper dive into the specific programme details and operational methodologies that facilitate effective learning.



## 3.2 UMPSA ODL Programme Offerings



### Current Program Offering

#### 1. Faculty of Industrial Management

- Master of Business Administration
- Master of Project Management

### Upcoming Program Offering

#### 2. Faculty of Computing

- Master of Science in Cyber Security

#### 3. Modern Language Center

- Master of Science in Technology-Integrated Language Studies

#### 4. Centre for Mathematical Sciences

- Master of Science in Industrial Computational Analytics

#### 5. Faculty of Chemical and Process Engineering Technology

- Master of Science in Energy Sustainability

# 3.3 Curriculum Structure and Course Design

ODL programmes at UMPISA follow a curriculum framework grounded in Outcome-Based Education (OBE). Every programme undergoes rigorous curriculum mapping, academic review, and industry consultation to ensure relevance, rigor, and employability. Course Learning Outcomes (CLOs) are mapped to Programme Learning Outcomes (PLOs), ensuring consistency in delivery and assessment. Courses are designed using adult learning principles and digital pedagogy to support independent learning.

Self-Instructional Materials (SIM) are the primary structured learning resources. Each SIM includes learning outcomes, content explanations, worked examples, self-check questions, reflective prompts, and activities. This is complemented by multimedia materials (videos, slides, articles) and synchronous online sessions that deepen understanding through interaction.

## Curriculum Structure Overview

Component	Description
Programme Learning Outcomes (PLOs)	Overarching competencies students must achieve
Course Learning Outcomes (CLOs)	Specific learning goals for each course
Curriculum Mapping	Ensures alignment of CLOs to PLOs
SIM Development	High-quality, guided self-learning content
Industry Input	Ensures curriculum relevance and currency
Assessment Plan	Continuous & final assessments aligned with CLOs

## 3.4 Learning Delivery Modes

UMPSA adopts a dual-mode ODL delivery approach: asynchronous and synchronous learning. Both are intentionally integrated to provide flexible yet structured learning experiences.

Asynchronous learning allows students to access learning materials at their own pace. This includes reading SIM, exploring digital materials, participating in forums, completing quizzes, and conducting independent study. This mode promotes deep reflection, independent work, and time management.

Synchronous learning provides real-time interaction with lecturers and peers through platforms such as Microsoft Teams. These sessions facilitate discussions, problem-solving, consultations, and collaborative activities. Attendance, while flexible, strongly supports engagement and comprehension.

### Comparison of Delivery Modes

Feature	Asynchronous	Synchronous
Flexibility	Very high	Moderate
Interaction	Self-paced	Real-time
Tools	SIM, videos, activities	Teams, live discussion
Skills Developed	Autonomy, analysis	Communication, collaboration

### Key Elements of ODL Delivery

- Weekly modules to ensure steady progress
- Recorded lectures for flexibility
- Live tutorials for clarification
- Online activities for active learning
- Structured feedback for improvement

## 3.5 Student Learning Time (SLT) and Workload Expectations

Student Learning Time (SLT) reflects the total estimated time a learner needs to achieve the CLOs. UMPSA follows the MQA guideline of 40 SLT hours per credit, meaning a 3-credit course requires approximately 120 hours of student learning.

This SLT includes all learning activities: reading SIM, watching videos, participating in discussions, attending synchronous sessions, completing assignments, conducting self-study, and preparing for assessments. ODL learners must proactively plan their SLT around work and family commitments to maintain consistent progress.

### SLT Breakdown for a 3-Credit Course (120 hours)

Activity Type	Estimated SLT
Asynchronous learning (SIM, videos)	40–50 hours
Synchronous learning	6–12 hours
Online activities / forum	10–20 hours
Assignments & project work	20–30 hours
Assessment preparation	10–15 hours
Independent reading & review	10–15 hours

### Student Responsibilities for Managing SLT

- Plan weekly study time
- Start assignments early
- Follow weekly learning schedules
- Engage in both self-paced and live sessions
- Use digital tools effectively

## 3.6 Self-Instructional Materials (SIM)

Self-Instructional Materials (SIM) are the foundation of ODL learning at UMPISA and serve as the "virtual lecturer" guiding students through each week's content. SIM are structured to promote independent learning, ensuring that students can progress even outside synchronous class times. SIM include clear learning outcomes, conceptual explanations, examples, graphical illustrations, practice questions, self-check tests, and reflective prompts.

These materials undergo a rigorous multi-stage development process involving subject matter experts, instructional designers, editors, and faculty approval committees. SIM are intentionally written in accessible academic language, following adult learning principles and MQA-compliant pedagogical models.

### Clear Learning Outcomes

Defined objectives for each module

### Logical Sequencing

Content organized progressively

### Visual Support

Illustrations, diagrams & examples

### Activity-Based

Embedded practice and self-checks

### Accessible Format

Mobile & desktop compatible

### SIM Development Process

Stage	Description
Drafting	SME develops content based on CLOs
Instructional Design	Ensure clarity, engagement, adult-learning alignment
Quality Review	Academic rigor, accuracy check
Editing	Formatting, accessibility, language standard
Approval	Faculty and ODL Committee endorsement

# 3.7 Use of Digital Learning Platforms

UMPSA's ODL ecosystem uses an integrated suite of digital platforms to support teaching, learning, and student administration. The Learning Management System (LMS) which is KALAMODL (<https://kalamodl.umpsa.edu.my>), acts as the central hub for learning materials, announcements, assessments, forums, and grades. Microsoft Teams supports live lectures, group discussions, and consultations. Students have full access to Office365 applications for assignments and collaborative work.

The UMPSA Library Portal provides access to hundreds of thousands of e-books, journal articles, databases, and scholarly materials. Academic integrity is supported through Turnitin, while administrative processes such as course registration and examination results are managed through Student Portal of IMS UMPSA Ecomm.

## UMPSA's Digital Tools Overview

Platform	Purpose
LMS	SIM, videos, assignments, quizzes, announcements
Microsoft Teams	Synchronous classes, consultations, discussions
Office365	Productivity tools: Word, PowerPoint, OneDrive
Library Portal	Databases, e-journals, e-books
Turnitin	Similarity checking
Student Portal IMS (UMPSA Ecomm)	Course registration, grades, records

## Digital Readiness Requirements

- Laptop/desktop with webcam
- Stable internet connection
- Updated browser
- Familiarity with Teams &
- Active UMPmail account

## 3.8 Lecturer Roles in ODL Delivery

Lecturers in ODL play a multi-dimensional role that goes beyond traditional teaching. They act as facilitators, instructional designers, academic advisors, moderators, and assessors. Lecturers guide students through synchronous sessions, provide structured feedback on assignments, and monitor overall student progress throughout the semester. They are responsible for creating engaging learning experiences, maintaining academic standards, and ensuring fairness and integrity in assessments.



### Facilitate Learning

Conduct live online activities and sessions



### Provide Guidance

Offer consultation and academic support



### Design Materials

Create and update SIM and course content



### Give Feedback

Provide timely and constructive assessment feedback



### Monitor Progress

Track student engagement and participation



### Ensure Integrity

Maintain assessment transparency & academic standards

## 3.9 Continuous Improvement in Programme Delivery

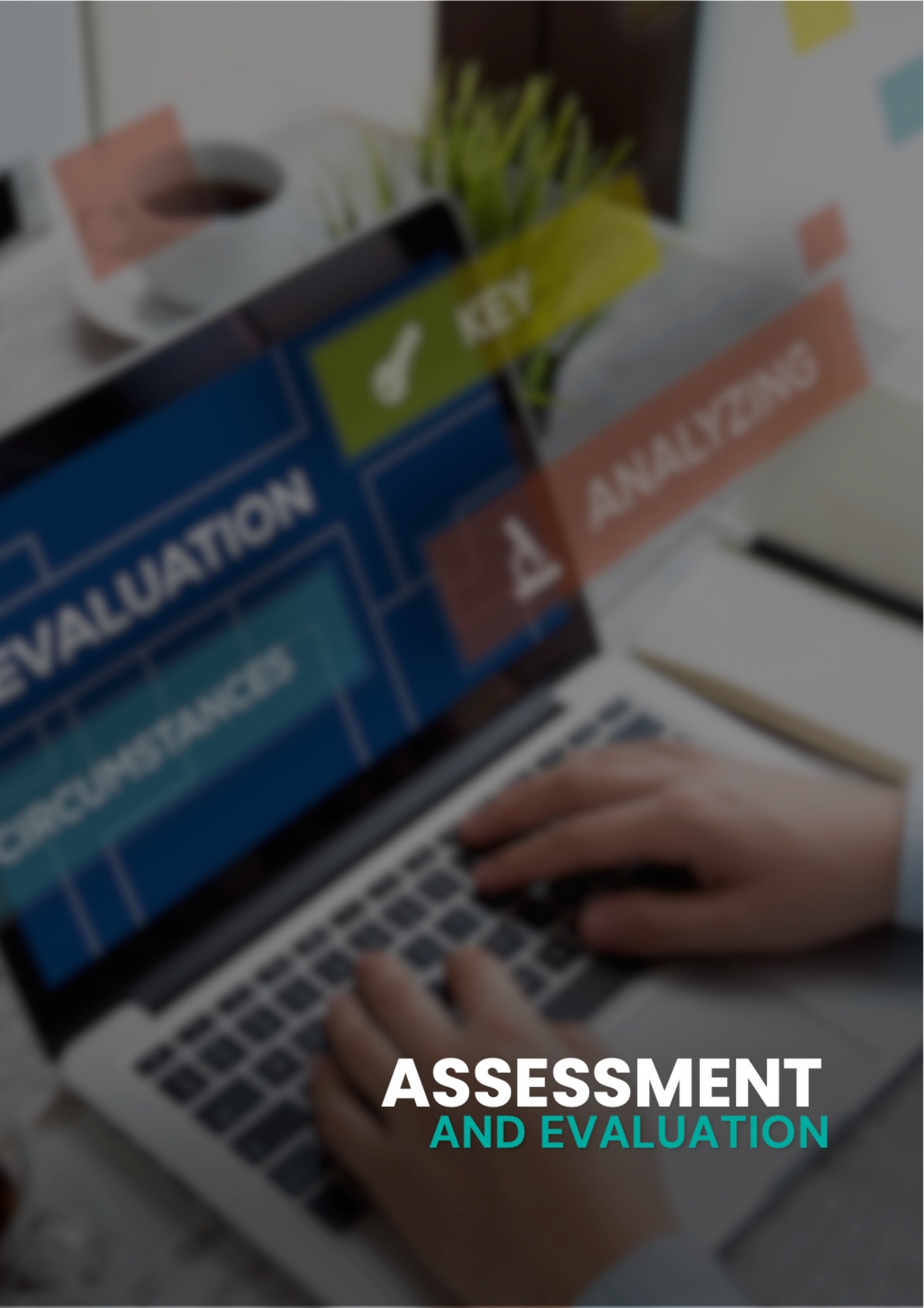
UMPSA maintains a strong commitment to continuous enhancement of ODL delivery. Through systematic data collection, student feedback, lecturer reflections, external examiner reviews, industry consultation, and internal quality audits, improvements are continually implemented to ensure courses remain relevant and pedagogically robust.

Enhancement efforts include updating SIM, integrating new digital tools, refining assessment structures, improving LMS navigability, and strengthening learner support systems.

### Continuous Improvement Elements

Area	Mechanism
Curriculum	Periodic review, benchmarking
SIM	Annual updates, pedagogy enhancements
Assessment	Moderation, validity checks
Student Support	Expanded helpdesk, consultation hours
Technology	LMS upgrades, new tools integration





# ASSESSMENT AND EVALUATION

# 4.1 Overview of Assessment in ODL Programmes

Assessment in Open and Distance Learning (ODL) at Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) is designed to measure students' achievement of the Course Learning Outcomes (CLOs) and Programme Learning Outcomes (PLOs) through structured, transparent, and credible evaluation processes. UMPSA ensures that all assessment methods—whether continuous or final—are aligned with Outcome-Based Education (OBE) principles and adhere to the Malaysian Qualifications Agency (MQA) Standards for ODL. Assessments are intentionally designed to accommodate the flexibility of ODL while maintaining academic rigor equivalent to conventional delivery modes. In ODL, assessment plays an essential role in promoting deep learning, encouraging critical thinking, supporting learner engagement, and validating the authenticity of student work.

01 <b>Measure CLO and PLO Attainment</b> Evaluate achievement of learning outcomes	02 <b>Validate Student Competence</b> Assess knowledge, application, and problem-solving	03 <b>Ensure Fairness</b> Maintain consistency and academic integrity
04 <b>Promote Learning</b> Encourage continuous learning and reflection	05 <b>Provide Feedback</b> Offer constructive guidance for improvement	

ODL assessments consist of two main components: formative assessments and summative assessments, each serving a different purpose in supporting student learning.

## **1. Formative Assessments (Not Graded)**

Formative assessments are designed to help students monitor their understanding and learning progress. These activities do not contribute to the final grade. Examples include:

- Self-check quizzes
- Practice exercises
- Ungraded online discussions
- Reflection activities
- Self-evaluation tasks within the LMS

The goal of formative assessment is to provide feedback for improvement, allowing learners to identify gaps and strengthen understanding before graded tasks.

## **2. Summative Assessments (Graded – Contribute to Final Grade)**

Summative assessments measure students' achievement of the Course Learning Outcomes (CLOs) and contribute directly to the final grade. These typically fall under Continuous Assessments (CA) and Final Assessments (FA), depending on programme requirements. Examples include:

- Online assignments and written tasks
- Quizzes and graded discussions
- Individual or group projects
- Case studies
- Proctored examinations (where applicable)
- Final tasks or take-home assessments

Summative assessments ensure that ODL programmes maintain the same academic quality, standards, and rigor as conventional programmes, while offering flexibility in delivery.

# 4.2 Types of Assessment Used in ODL Delivery

UMPSA adopts a mix of Continuous Assessment (CA) and Final Assessment (FA) to ensure balanced evaluation. Continuous assessments support ongoing learning through assignments, quizzes, case studies, projects, and online participation activities. Final assessments evaluate cumulative understanding and may be conducted through proctored examinations or equivalent summative tasks.

## Assessment Structure Overview

Assessment Type	Description	Purpose	Examples
Continuous Assessment (CA)	Ongoing evaluation of learning progress throughout the course, typically comprising a larger portion of the final grade.	To support ongoing learning, monitor student progress, and encourage critical thinking and engagement.	Assignments, quizzes, case studies, group projects, online participation activities.
Final Assessment (FA)	Evaluates cumulative understanding and overall achievement at the end of the course.	To measure overall achievement of Course Learning Outcomes (CLOs) and validate student competence in core areas.	Online proctored examinations, open-book exams, comprehensive final projects, final reports.
Alternative Assessments	Diverse methods designed to assess practical application, creativity, and deeper understanding beyond traditional examinations.	To evaluate a broader range of skills, accommodate various learning styles, and assess real-world application of knowledge.	Presentations, portfolios, applied projects, simulations, research papers.

## 4.3 Continuous Assessment (CA)

Continuous Assessment in ODL is essential for ensuring ongoing engagement, formative learning, and the development of higher-order cognitive skills. CA tasks are designed to accommodate working adults by providing flexible timelines, authentic learning scenarios, and opportunities to apply knowledge in professional contexts. Assignments must be aligned with CLOs, clearly communicated to students, and supported with transparent rubrics. CA may be conducted individually or in groups depending on course requirements.

Assessments may include written assignments, case analyses, reflective journals, quizzes, concept videos, online discussion contributions, and group projects. Lecturers are responsible for designing assessments that require critical analysis, synthesis, interpretation, and application—thereby minimizing the risk of academic misconduct and encouraging genuine learning.

### Examples of Continuous Assessment Tasks

#### **Case Study Analysis**

Real-world problem solving

#### **Technical Reports**

Professional documentation

#### **Problem-Solving Tasks**

Applied knowledge demonstration

#### **Reflective Journals**

Critical self-assessment

#### **Forum Participation**

Collaborative discussion

#### **Group Projects**

Teamwork and presentation

## 4.4 Final Assessment (FA)

Final Assessment refers to the summative evaluation conducted at the end of the semester to measure students' overall mastery of the CLOs. At UMPSA, final assessments in ODL programmes may take the form of proctored online examinations, open-book assessments, timed quizzes, problem-based tasks, or final projects depending on course requirements and pedagogical suitability. All final assessments must be approved by the Faculty Academic Committee and Senate to ensure alignment with academic regulations and quality standards.

Final assessments must also incorporate mechanisms that uphold academic integrity, including identity verification, plagiarism detection, structured marking processes, and moderation. Students are expected to comply fully with examination or assessment instructions, technical guidelines, and submission deadlines.

### Forms of Final Assessment

- Online proctored exam (closed or open book)
- Take-home exam
- Technical report or final project
- Portfolio compilation
- Oral examination (viva)
- Problem-solving assessment

# 4.5 Online Proctored Examination Guidelines

Online proctoring ensures the credibility and fairness of ODL examinations. UMPSA uses video-based or system-based proctoring tools depending on course requirements. Students must prepare appropriate equipment, ensure a stable connection, and follow all instructions regarding camera usage, microphone activation, and workspace setup. Identity verification is mandatory and may require students to display their Student ID or national identification card.

The examination environment must be free from distractions, unauthorized materials, and background noise. Students must remain visible at all times, and leaving the examination frame is prohibited. Any suspicious activity, such as looking away, using unauthorized devices, communicating with others, or attempting to access external resources, may result in an investigation and academic disciplinary action.



## Camera & Microphone

Working webcam and microphone with clear lighting and unobstructed face visibility



## Workspace

Clean desk and empty background with no additional devices within reach



## No Communication

No communication with others during examination



## ID Verification

Mandatory identification verification before exam starts

# 4.6 Academic Integrity in Assessments

UMPSA upholds strict standards of academic integrity across all assessments. Students are required to submit original work, appropriately cite external sources, and comply with university guidelines on plagiarism, collusion, impersonation, contract cheating, and the misuse of artificial intelligence (AI) tools. Turnitin is used to evaluate textual similarity, and high similarity scores may indicate plagiarism or misconduct. Misconduct in assessments compromises the validity of academic credentials and will result in disciplinary action, which may include mark deduction, failing grades, suspension, or termination depending on severity.

## Examples of Academic Misconduct

### Plagiarism

Copying from online sources without citation

### Contract Cheating

Submitting work written by others or AI tools

### Collusion

Sharing exam questions or answers

### Unauthorized Collaboration

Collaborating without permission

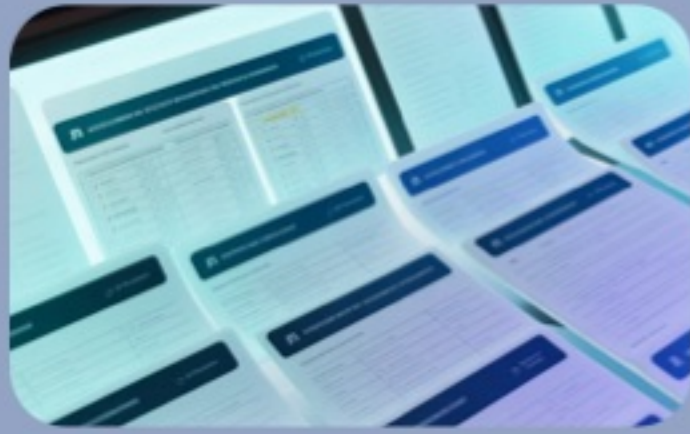
### Exam Violations

Using unauthorized notes during exams

### Impersonation

Impersonating or arranging impersonation

# 4.7 Assessment Rubrics and Transparency



## Detailed Rubrics & Marking Schemes

UMPSA ensures clarity in assessment by providing students with detailed rubrics, marking schemes, and comprehensive instructions for every major assessment task. These resources outline the expectations for successful completion.

## Transparent Evaluation Criteria

Rubrics specify clear evaluation criteria such as relevance, accuracy, in-depth analysis, integration of concepts, overall presentation quality, and correct APA referencing. This transparency promotes fairness in grading.

## Guiding Student Performance

By making assessment processes transparent, UMPSA aims to guide student performance effectively and enhance their capacity for self-evaluation. This empowers students to understand how their work will be assessed.

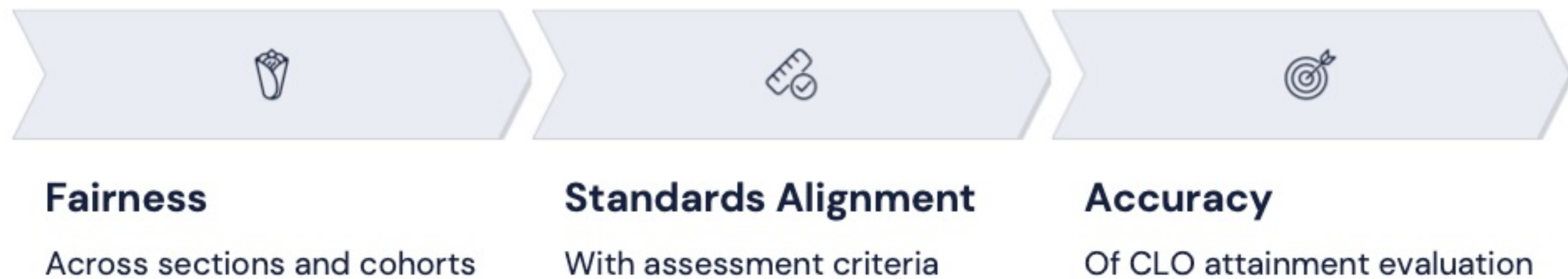
## Sample Rubric Dimensions

- Understanding of concepts
- Application and analysis
- Critical thinking
- Structure and clarity
- APA citations and referencing
- Originality and academic integrity

## 4.8 Feedback, Marking, and Moderation


Feedback is a critical component of learning, and lecturers must provide constructive, timely feedback on continuous assessments. Feedback helps students identify strengths, weaknesses, and areas for improvement. UMPSA employs a two-tier moderation system: internal moderation (peer review within faculty) and external moderation (by external examiners), ensuring fairness, accuracy, and consistency in grading.

### Moderation Ensures



## 4.9 Assessment Submission and Late Policy

Students must submit assessments through designated platforms such as Canvas or Turnitin. Submissions must be complete, accessible, and uploaded before the published deadline. Late submissions may incur penalties unless supported by valid and approved justification. Corrupted files, empty uploads, or incorrect documents are treated as non-submissions.

-  **Important:** Always verify your submission is complete and accessible immediately after uploading. Keep backup copies of all assessment work.

## 4.10 Appeals, Review, and Reassessment

Students who believe their assessment result does not reflect their performance may request a review or appeal according to university procedures. Appeal must be submitted within the stipulated timeframe and supported with justification. The Faculty Academic Committee reviews all appeals, and decisions are final.

### Appealable Components

- Final exam marks
- Course grade calculation
- Procedural or technical errors

# 4.11 Summary Tables and Quick Reference

## Assessment Overview

Component	Purpose	Frequency
Continuous Assessment	Ongoing evaluation	Throughout semester
Final Assessment	Summative evaluation	End of semester
Proctoring	Integrity validation	During exams
Moderation	Standardization	Every semester

## Assessment Responsibilities (Student)

- Submit original and independent work
- Adhere to deadlines
- Follow exam rules and proctoring instructions
- Maintain professional communication
- Use APA referencing appropriately





**STUDENT**  
**EXPERIENCE**

# 5.1 Overview of the ODL Student Experience

The student experience in Open and Distance Learning (ODL) at Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) is shaped by the principles of flexibility, accessibility, autonomy, and active engagement. As the majority of ODL learners are working adults and lifelong learners, the University is committed to creating a supportive, inclusive, and structured digital ecosystem that allows students to thrive despite professional, personal, and geographical constraints. UMPSA recognizes that learning in an online environment requires not only self-discipline and motivation, but also the cultivation of effective communication, digital skills, time management, and academic professionalism. Therefore, the ODL student experience is guided by clearly defined standards of engagement, conduct, and communication to ensure that every student receives a consistent, fair, and academically enriching environment.



## Academic Engagement

Active participation in learning activities



## Professional Conduct

Ethical behavior and responsibility



## Effective Communication

Clear and respectful digital interaction



## Collaborative Learning

Teamwork and peer support



## Inclusive Environment

Respectful and supportive community



## Well-Being Support

Access to academic and mental health resources

## 5.2 Engagement in Online Learning



Active engagement is essential for academic success in ODL programmes. Unlike traditional classroom learning, ODL requires students to take responsibility for their learning progress by consistently participating in asynchronous tasks and attending synchronous sessions. Engagement is demonstrated through timely completion of weekly learning activities, active participation in forums and discussions, and meaningful interaction with lecturers and peers during live sessions. UMPSA encourages students to manage their learning schedule diligently, participate constructively, and maintain open communication channels to support their own progress and contribute to the collective learning environment.

Engagement also reflects a student's readiness to learn, willingness to collaborate, and ability to meet academic expectations. Students who manage their participation effectively demonstrate higher retention, deeper understanding, and stronger CLO/PLO attainment.

### Forms of Engagement

- Completing weekly modules and SIM
- Attending synchronous classes
- Participating in breakout rooms and discussions
- Asking questions and seeking clarification
- Contributing to forums meaningfully
- Responding to lecturer and group messages

## 5.3 Digital Classroom Etiquette (E-Learning Etiquette)

Digital classroom etiquette is essential for maintaining a respectful, distraction-free, and professional online learning environment. As a formal academic space, synchronous online sessions require students to behave similarly to physical classrooms. Students are expected to join classes punctually, prepare a quiet and appropriate workspace, and remain attentive throughout the session. Cameras should be turned on when required to support engagement, invigilation, and accountability.

Microphones must be muted unless speaking, and students should refrain from multitasking, engaging in unrelated activities, or attending class while driving or performing work duties. Digital etiquette extends to the chatbox, where language must remain respectful, academic, and free from slang, emojis, or disruptive behavior. Students also must not record or share live sessions without permission, in line with data protection and academic policy requirements.

### Digital Classroom Etiquette Guide

Area	Expected Behavior
Camera	Turn on when required; face visible; appropriate setting
Microphone	Mute when not speaking; avoid noise disruptions
Background	Clean, quiet, non-distracting
Gestures & Behavior	Professional, attentive, no multitasking
Chatbox Use	Relevant, polite, no spam messages
Recording	Only with lecturer's permission
Attire	Neat, appropriate, classroom-appropriate

## 5.4 Professional Conduct in ODL

Professional conduct is a core expectation for all UMPSA ODL students. Conduct encompasses behavior during online interactions, digital communication, group work, assessments, and forum participation. Students must demonstrate integrity, respect, courtesy, and accountability at all times, recognizing that ODL learning spaces are extensions of the University's academic environment.

Professional conduct also includes using appropriate language, respecting diverse viewpoints, acknowledging contributions, being punctual for online meetings, and adhering to submission deadlines. Misconduct—such as rude communication, cyberbullying, disruptive behavior, or harassment—is strictly prohibited.

### Traits of Professional Conduct

**Respectful Communication**

**Academic Honesty**

**Timeliness & Reliability**

**Constructive Teamwork**

**Responsible Digital Usage**

**Cultural Sensitivity**

# 5.5 Communication Standards for ODL Students

Clear, respectful, and professional communication is essential for effective learning, especially in an online environment where much interaction occurs through digital channels. UMPSA requires students to use their official UMPmail account for all academic matters. Emails, messages, and forum posts must follow academic tone and etiquette. Students are encouraged to write clear subject lines, address recipients appropriately, state issues concisely, and include necessary student identification details.

Informal or unprofessional communication—such as slang, emojis, demanding tones, or incomplete messages—should be avoided. Students must respond to lecturers and group members within a reasonable timeframe (24–48 hours), ensuring smooth coordination and effective learning progression.

## Professional Communication Expectations



### **Use UMPmail**

For all official correspondence



### **Formal Address**

Address lecturers formally (Dr./Mr./Madam)



### **Include Details**

Full name, matric number, and course code



### **Complete Sentences**

Use polite, complete sentences



### **Avoid Slang**

No text-language, abbreviations, or slang



### **Timely Response**

Allow reasonable time for responses

# 5.6 Participation in Group Work and Collaborative Learning

Group work is an essential component of ODL programmes, designed to cultivate collaboration, problem-solving, leadership, and communication skills. Students must contribute actively and responsibly to their groups, attend scheduled meetings, and complete assigned tasks. Group members are expected to communicate openly, respect differing opinions, and manage conflicts professionally.

Failure to participate, late responses, or unfair contribution can adversely affect group performance and individual assessment scores. UMPSA encourages groups to document participation and maintain transparency in task distribution. Lecturers may request evidence of group communication to evaluate contribution levels.

## Guidelines for Effective Group Work



### Attend Meetings

Attend all scheduled group meetings



### Communicate Openly

Communicate openly and consistently



### Respect Deadlines

Respect deadlines and commitments



### Share Responsibilities

Share responsibilities fairly



### Resolve Disagreements

Resolve disagreements with professionalism



### Inform Early

Inform group members early if issues arise

## 5.7 Online Forum Participation Standards



Asynchronous forums are an important learning component in ODL, enabling reflective thinking, peer learning, and knowledge sharing. UMPSA expects students to contribute thoughtful, relevant, and well-structured posts. Simple replies such as "OK," "Agree," or "Thanks" are insufficient. Students should support responses with reasoning, examples, references, or personal insight.

Forum discussions must remain respectful and academic, even when disagreements arise. Students must not dominate discussions or dismiss the views of others. Constructive engagement enhances collaborative learning and contributes to CLO attainment.

# Quality Indicators of Forum Posts

## Clear, relevant, and original ideas

Posts should demonstrate independent thinking and contribute meaningfully to the discussion topic.

## Justification using theory or examples

Support your arguments with theoretical frameworks, real-world examples, or evidence-based reasoning.

## Constructive replies to peers

Engage with classmates' ideas thoughtfully, building on their contributions or offering alternative perspectives.

## Proper referencing when needed

Cite sources appropriately when drawing on external materials or scholarly work.

## Professional and respectful tone

Maintain academic courtesy and professionalism in all forum interactions.



# 5.8 Online Professionalism and Digital Citizenship



Digital citizenship refers to responsible and ethical behavior in online interactions. UMPSA expects students to protect their login credentials, respect data privacy, and follow cybersecurity best practices. Posting harmful, offensive, or inappropriate content is strictly prohibited. Students must not share confidential course materials, SIM content, or examination questions publicly.

Digital professionalism also requires students to avoid disruptive behaviors such as sending excessive messages, misusing WhatsApp groups, or forwarding unverified information. Students should uphold the integrity of digital spaces as academic environments.

## Digital Citizenship Do's & Don'ts

Do	Don't
<ul style="list-style-type: none"><li>• Follow security practices</li><li>• Communicate respectfully</li><li>• Use approved platforms</li><li>• Engage professionally</li></ul>	<ul style="list-style-type: none"><li>• Share passwords or confidential material</li><li>• Engage in cyberbullying or harassment</li><li>• Spread misinformation</li><li>• Use inappropriate profile names/photos</li></ul>

**Remember:** Your online behavior reflects your professional identity and academic integrity. Treat digital spaces with the same respect as physical classrooms.

# 5.9 Cultivating Success: Student Expectations for UMPSA ODL

Achieving excellence in UMPSA's Open Distance Learning (ODL) program is contingent upon students consistently demonstrating active engagement, upholding impeccable professional conduct, and maintaining effective communication throughout their academic journey.

To facilitate a clear understanding, a comprehensive summary of these pivotal expectations is provided below:

## Active Engagement

- Participate actively in online discussions and activities.
- Complete assignments and tasks by designated deadlines.
- Proactively seek clarification or assistance when needed.
- Log in regularly to access course materials and announcements.

## Effective Communication

- Communicate clearly, concisely, and respectfully with lecturers and peers.
- Utilize official communication channels (e.g., e-mail, learning management system).
- Respond to messages in a timely manner.
- Provide constructive feedback when participating in group work.

## Professional Conduct

- Maintain academic integrity; avoid plagiarism and cheating.
- Interact respectfully with all members of the UMPSA community.
- Adhere to all university policies and ODL program guidelines.
- Manage time effectively to balance academic responsibilities.

## Digital Citizenship

- Exhibit responsible and ethical online behavior.
- Protect personal data and privacy.
- Practice proper cyber etiquette; avoid cyberbullying or harassment.
- Use appropriate language and imagery in all digital interactions.

# Quick Reference Table: ODL Student Expectations



Area	Expectations
Engagement	Attend live sessions, complete weekly tasks, participate actively
Conduct	Professional, respectful, cooperative, honest
Communication	Clear, polite, formal, timely responses
Group Work	Fair contribution, time management, responsible interaction
Forums	Meaningful, reflective, constructive participation
Digital Etiquette	Proper camera use, quiet environment, no multitasking
Integrity	No plagiarism, cheating, or misconduct

These expectations form the foundation of a successful ODL learning experience at UMPA, ensuring that all students can achieve their academic goals while maintaining the highest standards of professionalism and integrity.

help

faq

solution



Support

service

advice



customer

it support

assistance

# LEARNER SUPPORT SYSTEMS

# 6.1 Overview of Learner Support in ODL

Learner support is a fundamental pillar of Open and Distance Learning (ODL) at Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA). Recognizing that ODL students often juggle multiple responsibilities such as employment, family, and community commitments the University has established a comprehensive support ecosystem designed to assist students academically, technically, emotionally, and administratively. UMPSA's learner support framework aligns with MQA ODL guidelines, ensuring that every student receives equitable access to resources, assistance, and services required for academic success. This support system promotes continuity in learning, enhances motivation, reduces attrition, and fosters a sense of belonging among ODL learners who may not physically be present on campus. Ultimately, learner support at UMPSA is designed to empower students to navigate challenges, optimize their learning experience, and achieve their academic objectives with confidence and clarity.





# Academic Support Summary

Support Type	Description
Lecturer Consultation	Clarification of lessons, assignments, feedback
Programme Coordinator	Study planning, academic progression, policy guidance
Academic Advisors	Guidance for long-term study goals and performance
Workshops & Webinars	Research skills, writing, referencing, digital literacy
SIM & Learning Resources	Structured self-learning materials
LMS Activities	Quizzes, forums, practice tasks to reinforce learning

**Key Insight:** Academic support at UMPSA is designed to be accessible, responsive, and aligned with student needs throughout their learning journey.

## 6.3 Technical Support Services



Technical support ensures that ODL students can access digital platforms smoothly and resolve any technology-related issues that may disrupt learning. UMPSA maintains multiple channels for technical assistance, including ICT helpdesks, dedicated ODL support teams, troubleshooting guides, and real-time response systems. Students may encounter issues such as LMS access errors, login problems, software setup challenges, or problems with Microsoft Teams. Technical support is designed to address such concerns promptly to prevent disruption in coursework or assessments.

UMPSA provides comprehensive guides for using KALAMODL, uploading assignments, accessing videos, participating in synchronous sessions, and utilizing Office365 tools. Students experiencing critical issues during assessments (e.g., system crashes during quizzes or exams) must contact the helpdesk immediately with documentation such as screenshots.



# Technical Support Channels



## ODL Helpdesk (KALAMODL)

LMS login, content access, assignment upload issues



## ICT Support Unit

UMPmail, Office365, authentication, Teams issues



## Real-Time Assistance

During major assessments or academic weeks



## User Guides & FAQs

Step-by-step digital platform instructions



## Ticketing System

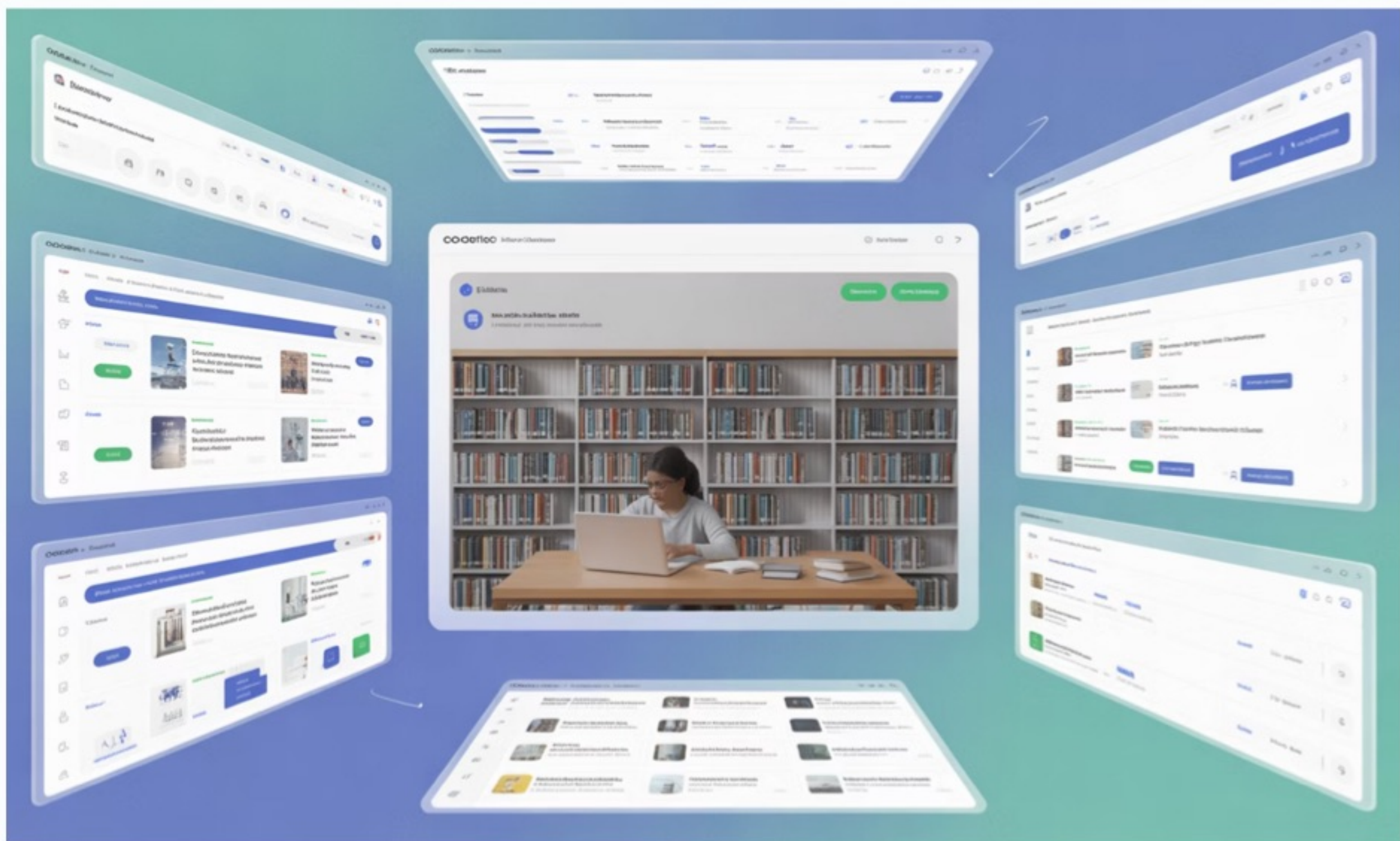
Tracking and responding to technical complaints



# 6.4 Digital Library & Research Support

UMPSA Library provides extensive digital resources to support research, referencing, and academic writing. ODL students have full access to e-books, journals, databases, research repositories, and reference management tools. These resources support postgraduate-level research, assignment writing, project development, and literature review tasks.

Library staff provide virtual assistance through online chat, email, and consultation sessions. Students can request help in database searching, citation management, APA/MLA referencing, and accessing difficult-to-find resources. Research tools such as Scopus, IEEE Xplore, ScienceDirect, Emerald Insight, Wiley, and Springer are available remotely using student credentials. Student may access through <https://library.umpsa.edu.my/index.php/en/>



# Library Services Overview

Service	Description
E-Book & Journal Access	Extensive collection across disciplines
Database Search	Specialized academic databases
Librarian Consultation	Virtual assistance for research and citations
Referencing Support	APA/MLA guides and tools
Thesis Repository	Access to prior UMPSA theses and papers

- ❏ **Pro Tip:** Schedule a virtual consultation with a librarian early in your research process to maximize the effectiveness of your literature search and ensure proper citation practices.



## 6.5 Counselling, Mental Health & Well-Being Support



UMPSA prioritizes student well-being as an essential part of academic success. ODL students may experience stress, burnout, time-management challenges, or emotional strain due to multiple responsibilities. To address this, the University provides free, confidential counselling services conducted by licensed counsellors who offer guidance on emotional regulation, academic anxiety, stress management, and personal challenges at <https://www.umpsa.edu.my/en/link/counselling>

Counselling sessions may be conducted online or in person. Students may self-refer or receive recommendations from academic staff. The well-being support system encourages students to prioritize mental health, recognize early signs of burnout, and access professional help when needed.

# Well-Being Support Provided



## One-on-one counselling

Private sessions with licensed professionals



## Mental health workshops

Group sessions on wellness topics



## Stress management guides

Resources for coping strategies



## Emotional support for personal challenges

Confidential assistance for life difficulties



## Referral services for advanced care

Connections to specialized support when needed

## 6.6 Administrative & Financial Support

Administrative support ensures that ODL students can navigate university procedures efficiently. The Faculty Office assists with matters related to course registration, academic records, examination claims, official letters, and graduation processing. The Bursary/Finance Unit handles tuition fees, payment confirmation, invoices, refunds, and financial statements.

UMPSA also provides automated systems such as UMPSA EComm for students to check grades, register courses, and update personal information. Administrative clarity and responsiveness help ODL students, who may rarely visit campus, maintain confidence in the management of their academic journey.

# Administrative Support Summary



Unit	Services
Faculty Office	Registration, letters, academic inquiries
Academic Management Division	Records, status letters, graduation
Finance/Bursary	Fees, receipts, invoices
UMPSA Ecomm Portal	Records, registration, results



# 6.7 Communication & Consultation Support

Effective communication is critical in ODL programmes. UMPSA ensures that multiple channels are available for students to reach lecturers, coordinators, administrative staff, and support units. Standard response times are maintained to ensure that ODL students receive timely help.

## Official Consultation Channels

- **UMPmail** – formal academic communication
- **Microsoft Teams** – live consultation & messaging
- **KALAMODL** – announcements, forum discussions, and chatting
- **WhatsApp/Telegram (if permitted)** – group coordination
- **Online Helpdesk** – academic & technical issues

Students are encouraged to maintain professionalism, clear communication, and accountability in all interactions.

# 6.8 Learner Support Responsibilities (Student Role)

While UMPSA provides extensive support, ODL students must take responsibility for engaging with available services. This includes checking UMPmail regularly, attending consultations when needed, reporting technical issues promptly, and utilizing library resources effectively.

## Student Responsibilities

**1**

### Seek help early

Don't wait until problems become critical

**2**

### Attend synchronous sessions

Participate actively in live classes

**3**

### Meet deadlines

Submit work on time and plan ahead

**4**

### Communicate professionally

Use appropriate channels and tone

**5**

### Use support services appropriately

Take advantage of available resources

# 6.9 Summary of Learner Support Systems

## Quick Reference UMPSA ODL Support



### Academic Support (ODL Helpdesk)

Offers technical assistance for LMS access, login issues, and troubleshooting.

Contact via Email: [cirel\\_admin@umpsa.edu.my](mailto:cirel_admin@umpsa.edu.my) | Phone: +609 – 4315045



### Lecturer Consultations

Students can schedule virtual meetings (Zoom/Teams) or communicate via email for academic guidance.



### Peer Learning Groups

Join discussion forums and study groups within the LMS to collaborate with classmates.



### Library Services (24/7 Digital Library)

Access e-books, academic journals, and research databases at <https://library.umpsa.edu.my>.

Research Assistance: Librarians provide live chat and email support for referencing, citations, and database navigation.



### Counselling and Wellness

Mental Health Support: Free online counselling sessions for stress, anxiety, and academic challenges (<https://counselling.umpsa.edu.my>).

Career Guidance: Workshops on time management, work-study balance, and career planning.



# **APPENDIX A:** Frequently Asked Questions (FAQ)

# Frequently Asked Questions – Part 1

## 1. General Questions About ODL

### 1.1 What is Open and Distance Learning (ODL)?

ODL is a flexible mode of study that allows students to learn anytime and anywhere using digital platforms such as KALAMODL (<https://kalamodl.umpsa.edu.my>), Microsoft Teams, and Office365. It includes self-directed learning through SIM, online assessments, and live virtual classes.

### 1.2 Is ODL equivalent to the conventional learning mode?

ODL and conventional learning are academically equivalent, but they differ in mode of delivery and may vary in assessment strategies.

### 1.3 Who is ODL designed for?

ODL is ideal for working adults, part-time learners, professionals seeking career advancement, and individuals who require flexible study schedules.

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## 2. Academic & Course Delivery Questions

### 2.1 What are SIM and why are they important?

SIM are specially designed digital learning modules that guide ODL students through each course. They include learning material, activities, formative and summative assessments.

### 2.2 Do I need to attend synchronous classes?

While attendance is not always mandatory, it is strongly encouraged. Synchronous sessions provide opportunities for clarification, collaborative learning, and interaction with lecturers.

### 2.3 How do I know my weekly or module schedule?

Each course in KALAMODL platform provides a weekly learning plan outlining tasks, readings, assignments, and deadlines. KALAMODL can be accessed via <https://kalamodl.umpsa.edu.my>

### 2.4 Are group assignments compulsory?

If group work is part of the CLO assessment plan, participation is required. Group work helps build teamwork and professional communication skills.

## **3. Assessment-Related Questions**

### **3.1 How are assessments conducted in ODL?**

ODL assessments consist of formative and summative components:

#### **1. Formative Assessments (Not Graded)**

These are self-check activities to help students monitor their learning. They do not count toward the final grade.

Examples: self-assessment quizzes, practice tasks, reflections.

#### **2. Summative Assessments (Graded)**

These assessments contribute to the final grade and measure achievement of CLOs.

Examples: continuous assessments (assignments, quizzes, projects) and final assessments (proctored exams or final tasks).

### **3.2 What is the weightage for CA and FA?**

This varies by course, but typically:

- CA: 40–70%
- FA: 30–60%

### **3.3 What happens if my internet disconnects during an online quiz/exam?**

Contact the lecturer or technical support immediately with screenshots or evidence.

Decisions will be made based on documented proof.

### **3.4 Can I request a remarking of my final assessment?**

Yes. Students may submit an official appeal within the stipulated time as per faculty guidelines.

## **4. Technical Support Questions**

### **4.1 What should I do if I cannot log into KALAMODL?**

Check your UMPmail credentials, reset your password if necessary, or contact the ODL/LMS helpdesk.

### **4.2 What devices do I need for ODL?**

A laptop or PC with webcam and microphone, stable internet connection, and updated versions of Microsoft Teams and a web browser.

### **4.3 How do I get help if something goes wrong during a live class?**

Contact your lecturer through Teams chat or KALAMODL inbox, or reach out to technical support.

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## **5. Administrative & Registration Questions**

### **5.1 How do I register for courses?**

Course registration is done through student portal during the official registration period.

### **5.2 What if I miss the registration deadline?**

Contact the Faculty Office immediately. Late registration may result in penalties or delayed access to KALAMODL.

### **5.3 How do I apply for deferment?**

Submit a deferment application with supporting documents to the Faculty Office for approval.

### **5.4 Can I withdraw from a course?**

Yes, but withdrawal must follow the faculty's policies and deadlines. Fees may still apply.<sup>6</sup>  
Fees & Financial Questions

## 6.3 How do I pay my tuition fees?

Payments can be made online through the Finance portal or designated bank channels.

## 6.2 How do I get a receipt for my payment?

Receipts can be downloaded directly from the student financial system or requested from the Bursary.

## 6.3 Can I get a refund if I withdraw?

Refunds are subject to UMPSA's refund policy and depend on the timing of the withdrawal.

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# 7. Academic Integrity Questions

## 7.1 What is considered plagiarism?

Any work copied or paraphrased without proper citation. UMPSA uses Turnitin to detect similarity.

## 7.2 Can I use AI tools (ChatGPT, Grammarly) in assignments?

You may use them only if permitted by the lecturer and must cite appropriately. Submitting AI-generated work as your own is considered academic misconduct.

## 7.3 What happens if I violate exam rules?

Penalties range from mark deductions to failing grades or disciplinary action, depending on severity.

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# 8. Communication & Support Questions

## 8.1 Which email should I use for academic communication?

You must use your official UMPmail for all communication.

## 8.2 How long should I wait for a lecturer's response?

Lecturers typically respond within 24–48 hours during working days.

## 8.3 Who do I contact for course-related issues?

- **Lecturer:** Content and assignment issues
- **Programme Coordinator:** Academic planning
- **Faculty Officer:** Administrative matters

## 9. Campus Access Questions

### 9.1 Can ODL students use UMPSA library facilities?

Yes. You may access physical facilities and borrow materials using your Student ID.

### 9.2 Can I attend events or activities on campus?

Yes, ODL students are welcome to join university events, seminars, and workshops.



## 10. Graduation Questions

### 10.1 How do I know if I am eligible for graduation?

Students must fulfill all credit requirements, achieve the minimum CGPA, and complete administrative clearance through Student Portal IMS (UMPSA EComm).

### 10.2 Do ODL students receive the same degree scroll?

Yes. ODL and conventional students receive the same official UMPSA degree, with no distinction of mode on the scroll.

