

## Frequently Asked Questions for International Students about Remote (Online) Instruction

### What is digital or technology-enhanced (online) instruction?

You will study online, using the Internet, a learning-management system called "[Canvas](#)," and a web-conference software tool called "Adobe Connect." You will receive instructions via e-mail on how to access Canvas. Within Canvas, in your course Conference Room area, you will find instructions on how to use tools such as Adobe Connect. Please check your e-mail often.

### Why are my classes online and not in a classroom?

Because of the global COVID-19 health emergency, UCLA and UCLA Extension want to do everything we can to prevent the spread of the virus and protect your health by delivering your education through online instruction.

### How is learning online different from learning in the regular classroom?

There are some things that are different and some things that are similar to the physical classroom experience. For example, your instructor will determine when the week starts for your course—if your instructor states that Tuesdays start the week, then your assignments will be due by midnight (Pacific time) on Monday.

**Differences:** Students meet in a virtual (online) classroom, not a physical classroom on campus. With reliable Internet access, you can attend your class from home or choose another quiet, comfortable location. You will interact with your instructor and classmates using your computer camera and the Adobe Connect program, which is inside of Canvas. Your lessons will be posted online in weekly modules featured in Canvas.

**Similarities:** Just like in a regular classroom, students can submit assignments and homework, take exams, and have discussions with the instructor and your classmates. This all takes place online. The teacher can also put you into pairs or groups to communicate and work on your lessons. If your class is synchronous (all students logged in at the same time), you will talk, write, and ask questions live in real time during your scheduled class time on Adobe Connect.

### Will I be learning the same content online as in a regular classroom?

Yes. Students will follow the same lessons, learn the same skills, and use the same textbook.

### Will my class be held online at the same time it was to be held in the classroom?

Yes. If you have returned to your home country and are studying online, please be aware of the time you will need to log in to your online class given the time difference. **Note: While it is preferable and sometimes required that you attend live lectures offered synchronously, all lectures will be recorded and can be reviewed online anytime. Please check with your instructor and refer to your course syllabus to determine the specific requirements of your course.**

### Will all my classes be online?

Yes. All UCLA Extension classes will be online for Spring Quarter 2020.

### How will I set up and start my remote courses?

Students will receive an e-mail explaining how to log into your class on Canvas. You will then access Adobe Connect, which is integrated into the Canvas course Conference Room area. Directions on how to use Adobe Connect can be found in Canvas. You can also check the [Course Resources for Online Learning](#) for more details.

**What technology is required?**

You will need access to:

- a laptop, tablet, or desktop computer with video and audio capability (Canvas also works via smartphone app);
- access to the Internet and headphones;
- a [supported Internet browser](#).

**Will I be able to meet with my teacher in person, face to face?**

While students will not be able to meet an instructor in person, you will see your teacher online through the learning-management system (Canvas). Also, your teacher can answer questions before or after class on Canvas.

**Will UCLA Extension offices remain open?**

Our buildings are currently closed, but UCLA Extension team members are working remotely from 8:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday. Team members are available by phone, e-mail, and Zoom web conferencing.

**How can I communicate with my instructors?**

You will be able to communicate with your instructors through the “Inbox” function in Canvas.

**Will there be a different price if the classes are taught online for all of Spring quarter?**

No. There will be no price difference from the published price of your course or program on the UCLA Extension website.

**If I have questions about my visa or about traveling, whom do I contact?**

Please contact our International Student Office: [iso@uclaextension.edu](mailto:iso@uclaextension.edu)

**Will there be any changes to paid or unpaid internships during Spring 2020 Quarter?**

Yes, out of an abundance of caution for the safety of UCLA Extension students, changes have been made to Spring 2020 internships.

- **Face-to-Face (In-person, Onsite) Internships:** These internships have been suspended (discontinued) through the end of Spring 2020 Quarter.
- **Remote (Virtual, Online) Internships:** These internships will be approved, but must meet the following requirements:
  - The director of the student’s certificate program must evaluate and approve the viability of the remote internship.
  - Once the director has approved, the internship site supervisor must agree to accept and approve the remote internship.
  - Both the director and the internship site supervisor must complete a form indicating their approval of the remote internship.

**If my internship is suspended or not approved, what do I do?**

In order to remain in compliance with the terms of your F-1 visa, students should contact their academic advisor for assistance in selecting other UCLA Extension courses to fulfill the 12-credit requirement and remain in status. Contact information for UCLA Extension academic program departments can be found [here](#).

**Is there any other information I can have about COVID-19 as a UCLA Extension student?**

For additional information, please visit our [Student Resources](#) webpage.