

## Frequently Asked Questions for International Students about Remote and Online Instruction

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

You will study outside of a physical classroom using the Internet, a learning-management system called “[Canvas](#),” and a web-based meeting tool called **Zoom**. A few days before the start of your courses, you will receive an e-mail with instructions on how to access Canvas. Within Canvas, in your course menu or Conference Room area, you will find instructions on how to use Zoom. Please check your e-mail often in the week before your courses start. If you have not received the e-mail about Canvas two days before your course starts, please contact our Canvas Support team directly for assistance:

[support@unexonline.zendesk.com](mailto:support@unexonline.zendesk.com)

### Why are my classes being offered through remote or online instruction and not in a classroom?

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

### How is learning remotely and/or 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 (PT) on Monday.

**Differences:** You will 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 Zoom, which is inside of Canvas. Your lessons will be posted online in weekly modules featured in Canvas.

**Similarities:** Just like in a regular classroom, you will be able to submit assignments and homework, take exams, and have discussions with the instructor and your classmates. This all takes place online. Your instructor 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 Zoom.

### Will I be learning the same content remotely and/or online as in a regular classroom?

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

### Will my class be held remotely and/or 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 remotely and/or online, please be aware of the time you will need to log in to your online class given the time difference. **Important:** While it is preferable and sometimes required that you attend live lectures offered synchronously (meaning, in real time), lectures may be recorded. Please check with your instructor and refer to your course syllabus to determine the specific requirements of your course.

### **Will all my classes be remote and/or online?**

Yes. All UCLA Extension classes will be delivered remotely and/or online for Summer and Fall Quarters 2020.

### **How will I set up and start my remote and/or online courses?**

You will receive an e-mail explaining how to log into your class on Canvas, our learning management system. Through Canvas, you will access Zoom, which is integrated into the Canvas course menu or Conference Room area. Directions on how to use Zoom can be found in Canvas. You can also read [Student Resources-Course Resources for Online Learning](#) for more details.

### **What technology is required?**

You will need access to:

1. A laptop, tablet, or desktop computer with video and audio capability (Canvas also works via smartphone app.)
2. Access to the Internet and headphones
3. 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.

### **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 remotely and/or online for all of Summer and Fall Quarters?**

#### **Certificate Programs and individual courses:**

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

#### **American Language Center (ALC) programs:**

Fees will be reduced for students studying remotely from their home countries to reflect the waived health insurance fee requirement. Additionally, the \$150 application fee will be waived for all students.

Please see the updated [ALC information](#) on the UCLA Extension website.

### **How will remote and/or online instruction affect my student visa (F-1) status?**

- No new I-20s will be issued in Summer 2020.
- Transfer I-20s will be issued to students already in the U.S. and wishing to transfer to UCLA Extension

### **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); 310-825-9351

### **Will there be any changes to paid or unpaid internships during Summer and Fall 2020 Quarters?**

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

- **Face-to-Face (In-person, Onsite) Internships:** These internships have been suspended (discontinued) through the end of Summer 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 should know about COVID-19 as a UCLA Extension student?**

For additional information, please visit our [COVID-19 Student Resources](#) web page.