

# FREQUENTLY ASKED QUESTIONS (FAQS) OF STUDENTS\*

## ACADEMIC-RELATED QUESTIONS

	Question	Answer
<b>Q</b>	<b>Tuition &amp; Registration</b>	
1	<p>Following the UP System’s decision to implement remote learning in the 1st Semester, will that opt for the university to decrease the tuition fee since we will not be using facilities and services included in “other school fees”?</p> <p>What are the updates on the requests of the UP Student Councils on the tuition refund?</p>	<ul style="list-style-type: none"> <li>• There will be no reduction in tuition for the First Semester with the adoption of remote learning.</li> <li>• Facilities and services, i.e. library services &amp; resources, can still be accessed remotely.</li> <li>• There will be no tuition refund since the courses particularly during the second semester have been delivered remotely.</li> </ul>
2	<p>What are the plans and how will the enrollment be carried out for the first semester of A.Y. 2020-2021?</p>	<ul style="list-style-type: none"> <li>• Enrollment and payment of fees for the First Semester AY 2020-2021 will be done online.</li> <li>• The schedule of enlistment will be announced by the OUR and College Secretary of your respective colleges through the UPM website and social media accounts, as well as that of the social media accounts of the different Colleges.</li> </ul>
3	<p>Will students who have exceeded the maximum residency be required to pay tuition fee this coming first semester?</p>	<ul style="list-style-type: none"> <li>• Students who reached the maximum residency last second semester AY 2019-2020, are given an extension of one semester or until December 2020 to complete their programs. This is due to the suspension of the rules on scholastic standing and MRR last second semester, AY 2019-2020.</li> <li>• No advice has been received from UNIFAST (re: free tuition) for students who go beyond the four years + 1 year due to the COVID-19 pandemic. However, students have an option to file an appeal to their respective CU if they will no longer be covered by the free tuition because they have exceeded the maximum allowable number of years.</li> </ul>
	<b>Annual Physical Examination</b>	

4	<p>Will the annual physical examination still be required if there will be no face-to-face (F2F) classes, considering the health risks of the COVID-19 pandemic, financial constraints and lack of transportation in some areas?</p>	<ul style="list-style-type: none"> <li>• Students are given until December 2021 to have their annual physical examination and to submit the results.</li> <li>• Students are encouraged to have their chest x ray and medical examination done outside. However, if they still want to avail of the free medical services of UPM Health Service at PGH, F2F consultation can be done but should follow a strict online application of appointment.</li> <li>• It will be purely online for Health Service clearance which involves online scheduling of appointment for health service clearance (using the OCRA system of the PGH). Clearance will be given through teleconsult/telemedicine.</li> <li>• Guidelines have been issued to the different colleges regarding the steps in applying for physical examination clearance. Colleges were given specific dates for setting their students' application to the OCRA system.</li> </ul>
5	<p>What considerations can UP/OSA/ Health Service extend to students who cannot have APE/labs done because of financial constraints or inability to avail of medical examination because of the pandemic?</p>	<ul style="list-style-type: none"> <li>• Students can avail of the free medical examination (F2F) of the Health Service with strict appointment through OCRA.</li> </ul>
<b>Course Packs</b>		
6	<p>For students without connectivity, independent learning will be facilitated by course packs through flash drives or printed material.</p> <p>How will the University identify these students?</p> <p>What will be the process and qualifications to be eligible to receive course packs?</p> <p>What will be the mechanism in delivering course packs to students?</p>	<ul style="list-style-type: none"> <li>• During the pre-registration period, students will be asked for preference in receiving the course packs. The information will be used to guide the administration in deciding how the course packs will reach the students based on a set criteria.</li> <li>• All students will receive the course packs through their Canvas/VLE account.</li> <li>• For students residing in areas with no or unstable connectivity, slow WiFi connection, frequent brownouts, the course packs will be mailed to them either in printed form or USB.</li> <li>• The academic units will take charge of determining who will receive the course packs in printed forms or USBs and arranging that these are delivered/mailed to the students' designated mailing addresses/places of residence.</li> </ul>

	Will the expenses be shouldered by the university?	<ul style="list-style-type: none"> <li>• Yes, the College/University will shoulder all course pack-related expenses including printing, USBs, and delivery/mailing via courier mail service.</li> </ul>
7	Will students have the opportunity to evaluate the learning packs and give suggestions for improvement?	<ul style="list-style-type: none"> <li>• Yes. Feedback of students are important.</li> </ul>
<b>Face to Face (F2F) Classes</b>		
8	<p>Courses will be delivered remotely and any exemption must be approved by the CU Chancellor. Will the University set a deadline for:</p> <p>(1) application for exemption and (2) announcement of approval, so students who reside in dormitories and condominiums have ample time to manage their living arrangements?</p>	<ul style="list-style-type: none"> <li>• Faculty are requested to be creative in the conduct of their classes so as to avoid, if not limit, F2F classes. The First Semester will primarily be via remote learning and if F2F classes will be conducted, the policies, guidelines and requirements set by the government, CHED and the University will have to be satisfied.</li> <li>• All departments with courses which will require F2F sessions will have to submit their letter of request to the Chancellor at the soonest possible time so that necessary adjustments can be made in the clinic and/or laboratory, compliant with public health protocols, i.e. physical distancing, ventilation, etc.</li> <li>• The Faculty will have to discuss with students who cannot attend the F2F sessions alternative activities/other options to meet the course requirements and learning course outcomes.</li> </ul>
9	If the college or department applies for F2F classes and gets approved, what will happen to students who reside in Visayas and Mindanao who will have a difficult time travelling back to Manila due to possible unavailability of commercial flights?	<ul style="list-style-type: none"> <li>• Alternative ways of meeting the course requirements and course outcomes of F2F classes will have to be figured out by the faculty in consultation with the student/s, e.g. a preceptor in the area where the student is residing may be asked to provide the guidance. If this is not possible, the student may be advised to take and complete the course at a later date when conditions will allow him/her to travel to Manila.</li> </ul>
10	Should a course be taught through blended learning, thus requiring physical classes in the UP Manila campus, how will the University ensure the students' safety?	<ul style="list-style-type: none"> <li>• A College that will conduct F2F classes will have to prepare specific guidelines and procedures on F2F consistent or in accordance with policies and guidelines set by the government, CHED and the University. The College is likewise mandated to provide the necessary protective gears, medical supplies/ materials that will ensure the protection &amp; safety of everyone – students, faculty, staff &amp; patients. These include making available alcohol, face masks, PPEs, etc. The re-engineering and/or</li> </ul>

		<p>renovation of clinic/ laboratory/venue for F2F classes, if necessary, should also be completed and compliant with standards set.</p>
11	<p>What is the protocol if a faculty, student or staff test positive for COVID?</p> <p>Will students, faculty and staff be able to undergo testing for COVID19 prior to resumption of classes</p>	<ul style="list-style-type: none"> <li>• Protocols will follow recommendations of the Hospital Infection Control Unit of PGH. The individual with COVID + result may call the Bayanihan Na Operations Center (BNO) Hotline 155-200 for instructions. <b>Details of the protocol and algorithm on COVID -19 related concerns of students will be released in another memo</b></li> <li>• We are also guided by the DOH-DILG Joint Administrative Order 2020-0001, “Guidelines on Local Isolation and General Treatment Areas for COVID-19 cases (LIGTAS COVID) and the Community-based Management of Mild COVID-19 Cases” (<a href="https://www.doh.gov.ph/sites/default/files/health-update/jao2020-0001_0.pdf">https://www.doh.gov.ph/sites/default/files/health-update/jao2020-0001_0.pdf</a>)</li> <li>• UP Manila faculty, staff and students are advised to use the BESTS app developed by the National TeleHealth Center, NIH, before going to class. It has a series of questions for self-check. There are instructions when a student has one of the symptoms, and criteria when COVID testing will be required.</li> </ul> <p>To use the BESTS app:</p> <ol style="list-style-type: none"> <li>1. The user opens a preferred web browser through a personal computer or smartphone and visits this link: <a href="https://bests.upm.edu.ph">https://bests.upm.edu.ph</a></li> <li>2. Upon initial access, the user registers using his/her email UP email address to create the account needed. The account created is verified by the employee’s supervisor.</li> <li>3. Registered account allows the user to enter and record his/her symptoms using BESTS. The user can encode data while pending verification.</li> </ol>

12	What will be the set-up for clinical rotations as requirements for clerkship, internship and the board exam,?	<ul style="list-style-type: none"> <li>• Professional groups are talking to PRC in terms of requirement for number of cases.</li> <li>• OPD will slowly open up using telemedicine. PGH and College of Medicine are preparing the guidelines for patient care. PPEs will be provided.</li> </ul>
<b>Laboratory Classes</b>		
13	Assuming the quarantine will extend indefinitely until the 2nd semester of AY 2020-2021, how will we approach lab classes and internships?	<ul style="list-style-type: none"> <li>• Faculty members are asked to redesign their course syllabi and postpone/delay the offering of courses that will require F2F sessions/patient contact, if possible.</li> <li>• If the postponement/delay of lab classes/internship is not possible, faculty members in coordination with the Office of the Dean are requested to submit a list of supplies, materials, like face masks, face shields, PPEs, alcohol, etc., with the corresponding budget, required in the conduct of F2F classes. To date, the Deans have submitted their requirements (PPEs, etc) and will be procured for the students, faculty and staff.</li> <li>• Readiness of the classroom/clinic/laboratory will be coordinated with the Office of the VCPD.</li> </ul>
14	What is the plan for students who will have to go outside UP Manila for practicum (e.g. clinical, field, or corporate settings)?	<ul style="list-style-type: none"> <li>• Faculty handling practicum courses are asked to redesign their course so that students do not have to go outside Metro Manila.</li> <li>• Alternative learning activities/simulations can be considered to take the place of actual practicum in the field, community, corporate settings.</li> </ul>
<b>Assessment/Evaluation</b>		

15	<p>On course preparations, course packs are being prepared by the faculty and shall contain the following:  (1) course guide with detailed syllabus,  (2) learning resources such readings and multimedia resources,  (3) study and activity guides, and  (4) assignment guides.</p> <p>How does this affect the grading system?  Will there still be examinations given the heterogeneous delivery of learning and teaching?  Will this be uniformly followed by the CUs or this depends on every course?</p>	<ul style="list-style-type: none"> <li>• Faculty/department will have to decide how to assess students based on the nature of their courses, course requirements and course outcomes. This will not be uniform across CUs because of the differences in course offerings.</li> <li>• Faculty members are enjoined to be as creative/innovative in assessing students' performance.</li> <li>• Trainings, materials on the various ways of assessing students via remote learning and nature of the courses they handle have been provided to the faculty to guide them on student assessment.</li> </ul>
16	How can we ensure fairness in the grading system especially for students who do not have the resources and convenience for remote learning?	<ul style="list-style-type: none"> <li>• This will be measured by both the quality and quantity of how course requirements have been satisfied, factoring in the circumstances of the student with respect to access to internet connectivity, among others.</li> </ul>
17	Given that we are shifting to remote learning in the first semester, will we be implementing a non-numeric grading system?	<ul style="list-style-type: none"> <li>• We go back to the numeric grading system this first semester.</li> </ul>
<b>Other Academic Concerns</b>		
18	Given the remote learning setup, will there be computerization of the teacher evaluation system?	<ul style="list-style-type: none"> <li>• Yes. The UP System approved SET tool will be integrated in the UPM SAIS through the assistance of the IMS this First Semester, AY 2020-2021.</li> </ul>
19	Can we consider using other learning platform (e.g. Google Classroom ecosystem, Microsoft Teams) given that we already have Microsoft subscription and Zoom has issues on privacy at the moment?	<ul style="list-style-type: none"> <li>• We highly encourage the faculty to use 1-2 learning platforms, primarily VLE &amp; Canvas, to minimize confusion among students in shifting from one platform to another, and to address the issue of privacy.</li> </ul>
20	How can students catch-up with missed online classes? Does the 6-absences rule still apply?	<ul style="list-style-type: none"> <li>• Faculty members are asked to be considerate in the application of the University rule on class absences especially if the student has difficulties/problems with internet connectivity.</li> <li>• Students who missed online classes can request for a recording of the class to be able to catch-up.</li> <li>• Faculty members are enjoined to conduct their courses asynchronously with minimal synchronous sessions.</li> </ul>

21	Under the modified semester system, will the new student load parameters of 12 to 18 units set the standard for underloading and overloading of units?	<ul style="list-style-type: none"> <li>Based on the recent OVPAA Memo, 12 units is considered a regular load for students this First Semester, AY 2020-2021. Thus, students with a load of 12 units this coming First Sem are qualified to run for Latin Honors.</li> </ul>
22	Would it be possible for online cross registration for the next term? If the subject we need to graduate is offered in another campus? can we cross-register select elective subjects (for example, in UPD) while still taking our program's required major courses in UPM in the same semester?	<ul style="list-style-type: none"> <li>Yes, cross registration is allowed provided the reason is consistent and in accordance with the UPM rules on cross-registration. An example is the course that will be taken in another CU is required and not offered in UPM.</li> </ul>
23	For students who went home to their families abroad, will they still be allowed to enroll next semester and continue their education despite not being in the country?	<ul style="list-style-type: none"> <li>Students who are abroad can still enroll for the next semester since the First Semester will be conducted remotely.</li> <li>They can also enroll in courses abroad provided this is discussed and has the approval of the department Chair and the Dean so that the course/s taken abroad can be credited.</li> </ul>
<b>Working Students/Teaching Assistants</b>		
24	What will be the coverage of stipend for teaching fellows/associates considering that classes will begin by September but class preparation will be done by August?	<ul style="list-style-type: none"> <li>The effectivity of stipends for Teaching assistants/fellows will be a regular semester since they are hired at the start of every semester. This will likewise be the start of teaching assignments given to them by the faculty.</li> </ul>
25	How does the university or faculty plan to employ flexibility of remote learning for working students?	<ul style="list-style-type: none"> <li>Usually, working students enroll in courses which are not in conflict with their work schedule. Thus, allowing them to attend classes especially sessions that are conducted synchronously. And since a remote learning platform will be used encouraging independent learning, working students will be able to comply with the course requirements at their own pace.</li> </ul>
<b>Graduate Students</b>		
26	Will thesis students be allowed to go to university premises to access the laboratories? What will be the process for graduating students this first semester?	<ul style="list-style-type: none"> <li>Faculty members in coordination with their Department Chairs and/or Deans will have to come-up with the guidelines, protocols, and arrangements, if students need to go to the College to access laboratories.</li> </ul>

27	How do we go about research and primary data collection for students who intend to do their thesis?	<ul style="list-style-type: none"> <li>Faculty members are asked to guide students in the choice of thesis topic. They are enjoined to advise students/advisees to select topics that will not require data collection activities that will put them at risk of acquiring Covid-19.</li> </ul>
28	Will graduate students still be required to have penalty courses in case they take longer than five years?	<ul style="list-style-type: none"> <li>Yes, since there are no changes in the rules and policies affecting maximum residency rule (MRR), including penalty courses.</li> </ul>
<b>Return Service Agreement</b>		
29	How will the pandemic affect the implementation of the Return Service Agreement of UP Manila for graduating students?	<ul style="list-style-type: none"> <li>Under the pandemic, Colleges will have to be creative and flexible in the implementation of the RSA. This can be discussed by the RSA Committee with students and parents.</li> <li>Some of the colleges have been very creative. For example, CAMP and Pharmacy applied to the RSA Committee for consideration of the volunteer work (e.g. BNOC) as part of their RSA obligation.</li> </ul>

## STUDENT PROGRAM-RELATED QUESTIONS

	<b>QUESTIONS</b>	<b>Answers</b>
1	When will Scholarship & Financial Assistance (SFA) open? Will the system be "less strict" in accommodating students since many of them experience financial crises (e.g. unemployment)?	<ul style="list-style-type: none"> <li>The SFA will open on Sept. 7, 2020. SFA guidelines will be modified to take into account the situation of students.</li> <li>OSA will review and reconsider appeals depending on the special circumstances of students.</li> </ul>
2	How would the university address financial concerns of the students as there are a lot of families that have been gravely affected financially by this pandemic?	<ul style="list-style-type: none"> <li>The different financial assistance programs continue to be made available to students. These include the Student Loan Board and scholarship programs.</li> <li>Students needing financial assistance for internet connectivity and/or gadgets can apply for financial assistance via the Student Financial Assistance (SFA) Online portal (<a href="http://sfaonline.up.edu.ph">sfaonline.up.edu.ph</a>).</li> </ul>
3	Are there any plans for the employment of student assistants for the next semester even if there is remote learning?	<ul style="list-style-type: none"> <li>The SA/GA Program will resume when the University starts its F2F classes.</li> </ul>



4	Will the ISKComputer loan spearheaded by OSA be pushing through?	<ul style="list-style-type: none"> <li>• UP System has launched <i>Kaagapay sa Pag-aaral ng Iskolar ng Bayan</i> last July 21, 2020. This fundraising campaign will provide computers/laptops and connectivity support to students.</li> <li>• ISKComputer will complement the <i>Kaagapay</i> program by providing computers to UPM students who applied for assistance.</li> </ul>
5	Can freshman students apply for financial aid?	<ul style="list-style-type: none"> <li>• Yes, first year students can apply for financial aid. They need to contact the OSA or file their online applications for financial assistance via the Student Financial Assistance (SFA) Online portal (<a href="http://sfaonline.up.edu.ph">sfaonline.up.edu.ph</a>).</li> </ul>
6	Will graduating students this AY 2019-2020 have physical graduation rites when it is safe in the future?  For the online graduation rites, how can students with no stable internet attend?	<ul style="list-style-type: none"> <li>• Since UPM will be holding a virtual commencement exercises on September 6, there will no longer be a regular graduation.</li> <li>• The virtual commencement exercises will be pre-recorded. Therefore, there will be no F2F and mass gathering of graduating students.</li> </ul>
7	Prior to the start of the semester, will there be a university-wide orientation for incoming freshies?	<ul style="list-style-type: none"> <li>• Yes. There will be a virtual Welcome Ceremony for Freshies set on September 10, 2020.</li> </ul>
8	If the UP dorms will not be open for students because of the risk of contracting COVID, where can the students stay if they are expected to stay in Manila for the face-to-face requirements?	<ul style="list-style-type: none"> <li>• The decision to open the UPM Student Dorm will depend on how many students will need to use the facility. For the first semester, the likelihood that the student dorm will open and accept student residents is slim since classes will be conducted remotely.</li> </ul>
9	How will this affect student organization events/gatherings that happen annually (e.g. Annual Orgs' Fair, Lantern Parade) Will organizational work and events be recommended to stop?	<ul style="list-style-type: none"> <li>• Since there will be no F2F engagements and mass gatherings are prohibited, student organizations will have to find a way of holding student activities online.</li> </ul>
10	For students who need certain documents (e.g. original copy of grades from), what is the process and who do we contact amidst quarantine?	<ul style="list-style-type: none"> <li>• Students can contact their respective college officials, e.g. Department Chair and/or College Secretary. They can also contact the OUR for documents like clearance, TOR, etc. which can be requested online.</li> </ul>
11	We have experienced professors with weak internet connections. Will they be provided assistance in securing a better wifi connection?	<ul style="list-style-type: none"> <li>• Like students, faculty members will be given interconnectivity support.</li> </ul>
12	Will there be a second town hall meeting after the meeting of the deans	<ul style="list-style-type: none"> <li>• FAQs will be disseminated to the students.</li> <li>• The Student Council, both USC &amp; local councils, can</li> </ul>

	for clearer responses on the feedback and questions of the students or will there just be a formal written announcement?	determine if there are consultations or town halls which need to be conducted in the future.
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**\* As of August 31, 2020**