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FREQUENT QUESTIONS

SPRING 2021

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A photograph of a university campus with a large green lawn, a paved walkway, and several people walking. In the background, there are large orange letters spelling 'UDLAP'. The image is overlaid with a green semi-transparent banner containing the text 'FREQUENT QUESTIONS' and 'SPRING 2021'. There are also two horizontal dotted lines above and below the banner.

FREQUENT QUESTIONS SPRING 2021

HYBRID UDLAP COURSES AND ONLINE COURSES

What will Hybrid UDLAP and Online courses consist of?

ANSWER: *Hybrid-UDLAP Courses* allow you to take classes in person on campus, or online if you prefer it, being able to interact in real time with the rest of your classmates and the professor from your home or in the classroom. They will be taught at the same time, with the simultaneous participation of the professor and students virtually, and/or in the classroom at the times scheduled for the class. Additionally, the student will carry out the activities (homework) that are indicated at other times. *Online courses* will be taught through a remote learning platform without the possibility of being in person in the classroom.

Both online and Hybrid-UDLAP courses will be taught at the same time (live, on the days and times listed in the course catalogue), which will allow you to interact with the professor and your classmates. You must meet the academic and administrative requirements, such as attendance, participation, homework, reports, exams, and more, in both types of courses.

In the hybrid courses, do I have to go to campus, or can I alternate?

ANSWER: You can alternate, taking the class on campus or online, as you decide. In case you do not wish to go to campus, you must inform your professor.

Is there any problem if I choose courses that are labeled as online even if I have planned to take all my classes remotely?

ANSWER: There's no problem. If you wish you can select online courses and you can also enroll in *Hybrid-UDLAP* courses that you can take online, considering that the hybrid format is taught at the same time using Blackboard.

Do I have to submit an absence note if I am going to miss a class?

ANSWER: Yes, when the absence is not contemplated in the course. If it is for health reasons, you must notify your professor, who will explain the procedure to justify absences.

Will there be a date to notify the director, coordinator or professors that I have chosen online classes? Is it before or after registration?

ANSWER: You do not have to do it. You decide on the courses and how to take them.

If a hybrid course loses in-classroom students, does it become an online course?

ANSWER: No.

Will the classes be recorded? If so, how long will they be available for reviewing?

ANSWER: We have asked professors to record their classes so students may consult them on Blackboard. They will be available for one week after the date of the corresponding class.

If I can't connect to the class, will the professor consider it an unjustified absence?

ANSWER: You must try to have good connectivity and the equipment that allows you to attend online, such as computer equipment (PC, LAP or tablet) with good memory capacity, headphones, camera, and internet connection with at least 20 Mbps to guarantee that you can connect. If you have a connectivity problem, please notify your professor and request instructions to catch up or receive advising.

Are all materials requested in the courses available digitally?

ANSWER: Some of the materials that professors recommend for classes will be available on the Blackboard platform and the author's copyrights must be respected. If the professor requests that other materials be purchased (manuals, dictionaries, textbooks) it is the student's responsibility to acquire them.

How long is the semester?

ANSWER: The Spring 2021 semester starts on January 18 and ends on May 14, 2021, according to the university calendar. There are four days of final exams. Each professor will decide if they will use that period for a final exam, or evaluate the results of midterm exams and projects that must be presented or applied on May 18 at the latest. Saturday May 15 will be the only day to present departmental exams for courses that have them programmed as such.

Is there a possibility that courses will be taught online next semester?

ANSWER: We do not know. It depends on the progress of the health emergency in Mexico and the authorization for on-site classes by health and education authorities. Therefore, we recommend that you do not postpone courses and continue with your study program, either online or in the hybrid model.

What will happen with software for courses or labs?

ANSWER: It depends on the required software. You will have to review this with your professor.

Can I have credit by exam in lab courses?

ANSWER: Yes, this semester you may have credit by exam for lab courses, in the cases where the School Board authorizes them.

Can I take online lab courses?

ANSWER: Yes, you will be able to interact with your professor and classmates who are on-site in the lab, which is allowed in the *Hybrid UDLAP system*. The professor will display the process for the experiments with all that is necessary, and ask students to take notes of his/her observations and results to elaborate their report.

Will the Spring 2021 lab courses be offered in Fall 2021?

ANSWER: There are courses that are offered every semester due to their demand, but other courses are only offered annually. If it is necessary, we will review each case for future scheduling.

Will there be on-site advising with professors?

ANSWER: In the Spring 2021 semester we do not contemplate having on-site advising. The professors will inform students, through Blackboard, of the time and day when advising will be offered online.

Will the classrooms have equipment for simultaneous online transmission for on-site classes?

ANSWER: The classrooms that have been designated to teach hybrid classes have audiovisual equipment to transmit online; therefore, students who attend virtually may be able to interact simultaneously.

If a Hybrid UDLAP course is full during registration, but some students decide to take the online course, will more on-site places be offered?

ANSWER: We cannot increase the capacity in *Hybrid-UDLAP* courses. We must limit the capacity to ensure “safe distance,” in case all enrolled students attend on-site at the same time.

ACCESS AND PROTECTION EQUIPMENT

Is there a protocol that we must follow to enter the campus?

ANSWER: Yes. You can consult the procedure at <https://www.udlap.mx/regresoalcampus/>

Can I enter and exit the campus several times a day? When I return, how much time must I consider so I can arrive to my classes on time?

ANSWER: Yes. Every entrance requires a new inspection process, so you have to factor in enough time to arrive on time. We recommend that students and personnel enter the campus only once.

The recommended time for all entrances is 30 minutes before your class starts, considering the entrance health check, the possibility that you may receive a random COVID test, and the trip to your classroom.

What Personal Protection Equipment (PPE) do we as students have to use on campus?

ANSWER: Face masks are mandatory. The university will give you a free sterilized face mask when you enter the campus each day you attend. Additionally, if you remain on campus for more than 5 hours you may exchange it for a new one at the service kiosks set up on campus. It is important that you remember that the only authorized face masks to be used on campus are those provided by the university. They will be disinfected and sterilized using two processes: ultraviolet light and autoclave. These face masks must be worn at all times while you are on campus. When you leave you must return the face mask you are wearing, and you will be given a new one which you must return when you arrive on campus the following day. You will also find gel with 70% alcohol throughout campus, so you can clean your hands as many times as you consider necessary. If you wish to use other protection equipment, you may do so.

Will the university provide the necessary protection equipment to students to take on-site classes?

ANSWER: As well as face mask, alcohol gel, and liquid for hand hygiene, the university will provide the necessary equipment for activities inside the academic labs.

Will “safe distance” be guaranteed in the classrooms between students and the professor?

ANSWER: Yes, the desk distribution in the classroom allows for a safe distance. The professor and students will be responsible for making sure that the protocol is respected inside the classroom.

Will there be penalties for people who do not follow the recommended sanitary guidelines?

ANSWER: Yes, anyone who does not respect the sanitary protocol may not remain on campus.

Will my parents or friends be allowed to enter the campus to drop me off?

ANSWER: Yes, there will be drop-off area to enter the campus.

PROFESSIONAL PRACTICES

What are the alternatives for professional practices if we don't find a place in a company or project?

ANSWER: The area responsible, in coordination with the academic departments, has internal and external projects to cover demand.

When will students be put in contact with companies for professional practices

ANSWER: Students will be put in contact before classes begin, for internal and external projects, as long as they have met the university's requirements.

LIBRARY

Will it be possible to request books on loan? How many online books can I consult simultaneously?

ANSWER: No, the library will not loan books. They will be available in the virtual library collection. If the books in the virtual collection are for multiple users, you may consult as many as you wish (Ebook Academic Collection, EMERALD, WELL EBOOK ACADEMY LIBRARY, SPRINGER). If they are not, you must consult their availability.

Even if there are no loans, will the library be available for students to take online classes, study or for homework and projects?

ANSWER: Yes, but it will have a limited capacity. To facilitate these activities, we have prepared outdoor spaces that are set up for that end.

What will happen with the books that I could not return to the Library? Will there be a fine?

ANSWER: The loan will be renewed automatically until the student is allowed to go in person to return the books. Due to this contingency, late fees will be condoned.

RESIDENTIAL COLLEGES

When can students who live in the Residential Colleges return? Does it make sense if there are no on-site courses?

ANSWER: Residential Colleges will begin a staggered return on March 13. Each resident will be notified via university email the day and time when they must carry out their check-in.

When and how will I have access to my dorm room?

ANSWER: Once the Residential Colleges open, students must check in at the time and date indicated. Access to the dorm room will be allowed once the student meets the sanitary checks established by the Department of Medical Services and Sports Rehabilitation. Visitors or friends may not enter the Colleges. You can consult the information at <https://www.udlap.mx/regresoalcampus/>

SCHOLARSHIPS

Will the scholarship regulations be the same as before the pandemic?

ANSWER: No, we are still in a sanitary emergency, and therefore we will continue to apply the temporary guidelines.

Will there be scholarship service in Spring 2021?

ANSWER: No, during the Spring 2021 term Bachelor Degree students will be exempt from such requirement.

What will happen to students who have a sports scholarship? Will they have to carry out some sort of activity to keep it?

ANSWER: Sports students must meet the established training program, as well as the eligibility criteria. It is important to communicate constantly with their trainer and the Sports Department.

What will happen to students who have an artistic scholarship? Will there be activities to hand in?

ANSWER: We are reviewing the artistic activities, both virtual and, if the traffic light system allows it, some cultural events with a reduced audience or closed-door recordings, following the established safe-distance protocols. It is important to contact the Director of Cultural Activities and your artistic coordinator to understand the cultural programming to carry out.

FINANCIAL AID

Will the financial aid program UDLAP Contigo continue?

ANSWER: The UDLAP Contigo financial aid program will continue in the Spring 2021 semester, under the same terms that applied for the Fall 2020 semester. For more information send an email to udlapcontigo@udlap.mx

Will there be aid for students who are having difficulty covering their debts with the university from previous terms?

ANSWER: If you need to solve debt or advance payment issues, please send an email to credito.cobranza@udlap.mx to review your case.

How much is the advanced tuition payment to enroll in Spring 2021?

ANSWER: Given the extraordinary situation that the COVID-19 pandemic has put many of our student's families in, only for this occasion, the advanced tuition enrollment fee for Spring 2021 will be modified as follows:

Bachelor Degree	
Financial Aid	Advance Payment in Units for Spring 2021
ZERO to 69%	3
70 to 89%	2
90 to 99%	1
100%	0
Master	
ZERO to 69%	2
70 to 99%	1
100%	0

SOCIAL SERVICE

What choices do I have to start my social service in Spring 2021?

ANSWER: The Outreach and Social Commitment Department will offer social service projects online. If you have any questions, please contact the area to receive information regarding the process:

<http://www.udlap.mx/serviciosocial/contacto.aspx>

How do I contact the Social Service Department?

ANSWER: Send an email to vinculacion.compromiso@udlap.mx or at the following website <https://www.udlap.mx/serviciosocial/>

Will I be able to do my social service during the pandemic?

ANSWER: During the pandemic you can do your social service online. The Department of Outreach and Social Service has a wide variety of projects. Remember that social service is mandatory and a graduation requirement so, if you do not finish it, you will not be able to graduate. In case you have problems, first contact the Department of Outreach and Social Commitment, via email at vinculacion.compromiso@udlap.mx and, if necessary, contact your academic director or coordinator.

OTHER TOPICS

Will there still be online tutoring? Can I have one-on-one contact with my tutor?

ANSWER: Professors will continue arranging online meetings with their tutees on the platform, to avoid personal contact risks.

If I do not return to campus, where do I return my lottery stubs?

ANSWER: The lottery stubs must be returned to the Lottery Office in the main UDLAP entrance. You have until January 15, 2021. In case you have questions, or you cannot go in person, please contact the Lottery Office on January 5 at the latest, via email to sorteo.udlap@udlap.mx or call 222 229 2705, to coordinate the most efficient and safe way to return the lottery stubs.

What happens if I do not register for five courses? What happens if I only register for four or three courses because I cannot afford to enroll in more?

ANSWER: We recommend that you avoid this situation. If you have economic problems to cover your mandatory units, you can present your information so it can be reviewed, and go to the Credit and Collection Department so they can offer you financial aid options.

Is it worth it to move or stay at home during the Spring semester?

ANSWER: This is an individual decision, which you must analyze, given your specific circumstances.

How can I contact School Services and Credit and Collection?

ANSWER: Using the following contact information

School Services:

@: servicios.escolares@udlap.mx

f: servEscolaresUDLAP

t: @EscolaresUdlap

☎: (222) 229 2017 ext. 4023/ 4533 / 4035 / 5230

Credit and Collection:

@: credito.cobranza@udlap.mx

☎: 222) 229 2000 ext. 2012/4279/4172/4274/4166/4165/2331

Will I be able to stay on campus between *Hybrid UDLAP* and *Online courses*?

ANSWER: Yes you may, in the spaces designed for these ends, as long as you respect the sanitary safety protocol while on campus.

Can I attend an online class while on campus?

ANSWER: Yes, the institution has prepared spaces so you can use the technology and internet to its maximum capacity. You only need to bring your equipment and complementary resources to take your classes.

If we start on-site classes, is there a risk that we may return to an online format?

ANSWER: Yes, the university will obey any changes established by the authorities.

What will happen if there is not a green traffic light during the entire semester? In this case, what will happen with Residential College payments?

ANSWER: The Residential Colleges Department will inform students so they may make their decisions according to their needs.

Will there be concessions for academic status? Additional readmissions?

ANSWER: Academic status will continue to work as established by the General Student's Bylaw. Readmission cases will be reviewed on a case by case basis by the School's Dean and Program Coordinator, based on current regulations.

What will happen with my tuition and grades if I get sick and cannot continue to attend classes during the rest of the semester?

ANSWER: Each case will be reviewed by the Dean, Academic Director, and Program Coordinator, based on current regulations.

What will happen with my international exchange program?

ANSWER: You must keep in contact with the corresponding area and continue the process until told otherwise. Remember that this is a worldwide sanitary contingency, and it does not only depend on what happens in our country.

Who must I contact to pick up the things I left in my locker?

ANSWER: Send an email to operaciones.seguridad@udlap.mx and you will be notified of the procedure to recover your belongings.

If I take *Hybrid-UDLAP* online, must I purchase health insurance??

ANSWER: Yes. You must have health insurance, regardless of the modality of courses that you enroll in. You have until January 26, 2021 to prove that you have insurance, or your student account will be charged with the cost of the one that the university acquires under you name.

When can I pay for my medical exam and when will I take it?

ANSWER: You can pay in the following website <https://inscripciones.udlap.mx/multipagos/>, by tapping "Other Services".

Once we are in a green light and on-site, you must go to the Clinical Analysis Office for your blood work and medical evaluation.

If the labs are online, will the cost of the course change?

ANSWER: The cost per unit will not change, since all units at the university are equal and there are no differences between theoretical and lab courses.

Will the Learning Centers give on-site attention to students?

ANSWER: The Learning Centers will only offer online tutoring. If you have further questions, please contact the Department of Learning Resources at drea.udlap@udlap.mx

What do I have to do if I took a third language and I want to change to another language?

ANSWER: You must contact your Academic Director, as only they can review your case and enroll you in another language.

In case I have any questions regarding the First Year Program (FY001 and FY002), who can I contact?

ANSWER: You can email ppa1@udlap.mx or ppa2@udlap.mx - depending on the course - so they can follow up on your case.