

FAQs on Online Classes: for students

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University of Yamanashi Education Internationalization Promotion Organization
University Education Center

About online classes

Q1. Where do I get information about my classes?

We provide information for students thorough CNS, the official communication system at University of Yamanashi. Please see CNS frequently for the latest notice from us. Select "Topic filter settings" from "Change settings" at the top of the screen. You can display only the class related posts.

Q2. When the online classes start?

Many classes will start May 7th. Some classes have already started from April 21st. Make sure the schedule your courses start via both CNS and Moodle, the University e-learning system. Do not hesitate to consult with your teaching personnel or supervisor if you have any questions.

Q3. How do I access to online classes at home?

You can take online classes via the Internet at home. We provide variety of online classes distributed either real-time or on demand. Some courses offer live streaming (real-time) classes via ZOOM, video conferencing software, according to the original timetable. The other courses provide on-demand classes using Moodle, the University e-learning system. You can download the study materials as well as recorded videos at any time. It depends on the subjects which software we use, please check CNS, ZOOM and Moodle in advance and become familiar with them. See below for how to use them.

[For students] CNS: On-campus bulletin board, see "how to take online classes (2020-3-18)"

Q4. How do you check my attendance?

For the real-time classes via Zoom, you should type your name as "student ID number (space) name" on the "Join Meeting" screen. Your teaching personnel will confirm your attendance with reference to the registered student list. Or more specifically, your teacher may use other ways: using chat features or roll-call with your facial image during the class. We ask for your understanding and cooperation to prevent the intrusion of outsiders. In the on-demand classes using Moodle, we may regard your attendance by your submitting the assignment. Please consult your teaching personnel for more details.

Q5. I am not good at typing. Should I express my opinion or something using chat function? I am not sure if I can keep up with the class.

You can give your opinion in online classes same as for regular classes. However, we assume that it is not likely to use the chat function in class. For details, please ask your teaching personnel. However, typing is one of the key skills to achieve your academic goal. You might want to improve your typing skill taking this opportunity.

Q6. Can I ask questions during class?

In the live streaming classes, you can ask questions any time same as regular classes. In the on demand lessons, you can ask questions via Moodle or email.

Q7. Can I review the online classes multiple times?

We have asked our faculty members to record the live streaming lessons and deliver them at a later date. Ask your teaching personnel for more details.

Q8. Can I record the video contents from online lessons and share them with someone like my classmates?

Sharing the contents of classes such as a recorded video violates author's copyright. It is not allowed by the law.

Q9. I am taking online classes at home. The videos or audios stop often in my computer.

Probably it is due to the slow internet communication speed at your home. If you have difficulty to take online classes at home, come and connect your laptop, tablet, or smart phone to the wireless LAN on campus if possible. We ask for the students who have sufficient internet connection to stay at home to avoid the crowds.

Q10. My internet communication speed at home is not fast enough. Can I take online classes at University?

If you have a device such as PC or smartphone, come to the classroom that originally assigned and connect to Wi-Fi to take the lesson in accordance with the original schedule.

Q11. I do not have any devices such as a PC or smartphone. What should I do?

You take classes in the 24-hour open computer room on the first floor of Building Y (Kofu West Campus General Research Building). Keep in mind that the number of people who can use the classroom is limited.

Q12. I feel uneasy when I am staying at home. Is it okay to take online classes at the university?

We understand that many students confining themselves at home might feel very anxious in this difficult situation. However, it is crucial to prevent the spread of COVID-19 on campus for everyone's safety. As a general rule, please stay at home unless necessary.

Q13. What is the procedure to connect to the wireless LAN in the university?

You can use the wireless LAN connection with laptops, tablets, smartphones and other devices in almost all buildings on the Kofu campus. The Kofu Campus wireless LAN information is as follows:

Network identifier (SSID) : wlan-kofu
Wireless standard : IEEE802.11 b/g/n
Encryption method : WPA2-PSK (AES)
Pre-shared key (network key) : @shingen
Authentication method : Web authentication

For more details , refer to the page provided by the Information Strategy Organization.

Q14. What should I do if I am unable to attend the online classes due to Internet communication problems?

Please ask your teaching personnel for further information. We have asked the teaching personnel to provide the lecture videos and other materials after the class.

Q15. Due to Internet connection problems, I was not able to submit the class assignments such as quiz or paper. What should I do now?

Please consult your teaching personnel about your situation and ask for further instructions. To prevent issues such as this, try to submit your assignment not at the last minutes, but in ahead of time. We have asked the teaching personnel to give students enough time than usual.

Q16. I am not sure about the computer settings for the online classes. What should I do?

No advanced settings are required. There is no problem as long as you can browse web pages. Please consult with your supervisor if a problem arises.

Q17. Is there any prohibition or requirement when I take online classes? Is there any specific requirement for credit acquisition?

You are not allowed to publish the URL, meeting ID, or password of your online classes; record online lessons in order to share with others. Also, sharing the teaching contents can be a violation of the copyright law.

For the rest, just consider the basic principles same as for regular classes: keep working hard even in the difficult learning circumstances, no cheating, and making the most of it to achieve the goals stated in the syllabus. Please ask your teaching personnel for instructions specific to the subject.

About Internet connection and equipment

Q18. What do I need to prepare for online classes?

You need to have sufficient internet connection and a terminal such as PC, tablet, or smartphone to watch videos online. A PC with a large screen is preferable for viewing lecture materials on the screen. Do not worry about the communication speed if you can watch videos online properly.

Q19. I have ordered a PC at the student co-op, and it will be delivered after May 7th. What should I do now?

Until you receive your computer, join the class with your smartphone. As mentioned in Q10, you can also use the 24 hour-open computer room in Building Y.

Q20. My PC is very old. I am not sure if it is suitable to take online classes. What should I do now?

First, install ZOOM and test the speaker and microphone to see if your computer works well with it. If you can watch videos such as YouTube without problems, there seems to be no worry with your PC. If you have trouble watching the videos, you might want to consider alternative measures: purchasing a new PC, using a smartphone, or going to the 24 hour-open computer room on campus.

Q21. I am not good with computers. What should I do?

The best way to get familiar with computers is using it often. Please do not hesitate to consult with your supervisor. Go to CNS to make an appointment for the consultation.

Q22. Are microphones and earphones essential for online classes?

We strongly recommend to use them. Cheap ones are totally fine. The built-in microphone of the terminal (PC, tablet or smartphone) is usually good enough. Having a headset is very useful for better communication. Follow the instructions from your teaching personnel.

Q23. Is a smartphone with a small screen good enough to take online classes?

If the screen is too small to see the lecture materials, please consult with your teaching personnel in charge if you can receive the material file in advance. If possible, we recommend purchasing a tablet or PC.

Q24. I do not have the Internet service at home. I have no idea which Internet service provider do I choose from. Also, I would like to know how much the monthly cost would be?

If you live in an apartment building, please ask your real estate agent if it is internet-ready apartment or not. If you need to sign-up for the Internet service, we will give you some information that most current students choose : using Docomo Hikari or CCnet for wired type, Broad WiMAX or UQ mobile for wireless type (pocket Wi-Fi). Depending on the area you live, some of the services may not be available due to the reception environment. Please look for as much information as possible and consult

with the providers before making purchases. The general price of service is about 2000-5000 yen per month.

Q25. I don't know how much internet capacity available in my apartment.

Generally speaking, we assume there should be no problem. If you would like to confirm, please consult with your real estate agent.

Q26. Taking live streaming online classes is not possible due to the packet size of my smartphone. What should I do now?

We assume that most students take the online courses in a wireless LAN environment. If you do not have it at home, consider using a university wireless LAN connection available in the campus buildings.

Q27. What apps do we use for taking online classes?

Use Zoom, a free app, to take live streaming online lessons. For details, refer to the Yamanashi University Education Center website. We use the videos in mp4 format. You can watch them without adding any apps on your smartphone or PC.

Q28. Are there any other apps needed for online classes?

Web browser, Microsoft office, PDF viewing software (Adobe Reader, etc.) are required. In addition, ZOOM application is required to take online live streaming classes via ZOOM. Your teaching personnel may instruct you about other software if necessary.

Q29. Is ZOOM safe?

We are fully aware about the safety issues about ZOOM. We therefore are conducting timely and comprehensive investigations and examinations. Just to be sure, use the latest version of the application. See also the " About ZOOM Security " website of University of Yamanashi Education Center.

Q30. I have a feeling of hesitation in doing "face appearance (showing face image)" during online classes.

"Face appearance" is indispensable to confirm your attendance and exclude outsiders. With ZOOM, you can do several things to secure your privacy. You can change the background into a landscape, for example. Also, you can mute the noise or sound around you when speaking. For details, please follow the instructions of your teaching personnel.

(Note 1) The above content is a revision of the "FAQ related to online classes" published by the Faculty of Education for Life and Environment Studies on April 15 at the University Education Center.

(Note 2) This FAQs is subject to change depending on the situation.