FAQ for Students at ITQB NOVA
School year 2020-21

17.09.2020

What information should I be aware of?

Everyone working or studying at ITQB NOVA must follow the instructions regarding Covid-19 safety.
https://www.itqb.unl.pt/about-us/organization/health-and-safety/covid-19
These instructions are updated according to the pandemic situation. BE SURE to read these instructions and pay attention to any updates.

ITQB NOVA has also a general Health and Safety Manual that students are required to read.
https://www.itqb.unl.pt/internal/safety/safety

How will classes take place at ITQB?
By default, teaching activities at ITQB NOVA involve face-to-face classes and student's attendance is verified. Each curricular unit coordinator may decide to organize additional activities on or offline. Additionally, specific circumstances, such as a teacher having to be home confined or an eventual (partial) lockdown, may require remote synchronous activities (where all students and teachers are online at the same time). The curricular unit coordinators will inform you how each curricular unit is organized.

Do I need to wear a mask in class?
Yes. Everyone at ITQB NOVA is required to wear a mask at all times (except when you are alone in a closed room or eating). Laboratory classes may require additional safety measures, like face shields and gloves. Always follow the instructions provided in class.

What is planned in terms of safety distances?
Students should keep the safety distance of 2 meters. In the classrooms, tables and chairs have been placed to also ensure a distance of 2 meters (do not move chairs nor tables); in the auditorium available chairs will be marked; in the teaching lab, each bench can accommodate two students. If you have any questions, ask the teachers.

Avoid large gatherings both inside (as a rule consider 2 meters) and outside the building. This may require that some group activities take place online.

I belong to a risk group and cannot come to ITQB. What should I do?

Students included in risk groups who wish to accompany the classes remotely should present a medical certificate attesting this situation to the Academic Office. Additionally you should inform your course coordinator of this situation. You may also need to coordinate specific details with each curricular unit coordinator, namely specific assignments.

In this case, classes will be delivered in a hybrid mode (face-to-face for the students in class and remotely for the student(s) at home). Laboratory classes may require other adaptations.

What happens if the teacher belongs to a risk group?

The teacher may choose to organize the classes remotely via Zoom, keeping the initial class schedule (any changes will be arranged with the students).

Where can I find information about the curricular units' activities?

Please check with the curricular unit coordinator. Many curricular units use Moodle as a learning management platform. Moodle can be used as a repository of information, as a communication channel or for specific assignments.

Courses that involve more than one institution may have different platforms. Be sure to check which platform(s) you will be using. You need specific credentials to access ITQB NOVA Moodle platform.

How can I contact the curricular unit coordinators?

By email or via Moodle, as instructed by the coordinator.

How can I contact the Academic Services?

Contacts with the Academic Services should preferably take place by email itqb.academics@itqb.unl.pt. The Academic Services' office is located at the 2nd floor (next to the library) and are open every workday from 09:00h to 12:30h.

I have been in contact with a confirmed Covid-19 case (or I suspect I may have Covid-19). What should I do?

You should contact SNS 24 immediately and follow their recommendations. Please inform your course coordinator if you have to be isolated at home or are waiting for a test result.

If you are not ill, you may continue to accompany classes remotely.

I have been confirmed as a Covid-19 positive case. What should I do?

Above all, take care of yourself and let us know if you need any help. If you haven't done so already, inform the health authorities (via SNS 24).

Please inform you course coordinator as soon as possible so we can plan for any necessary safety measures.

You are not expected to attend remote classes if you are ill.

What happens if a student in my class or a teacher tests positive for Covid-19?

The group of people who has been in physical contact with the sick person may have to go home until the necessary safety clearance is achieved. This may require a quarantine period or tests on close contacts.

In this event, all classes will take place remotely via Zoom.

How will eventual remote classes take place?

Remote classes will take place via Zoom, keeping the initial class schedule (any changes will be arranged with the students). Each Zoom session has a link, which allows you to have access to the session. If you haven't done so you will need to install the Zoom application (no account is required). The teacher will inform students of the session link before class.

During Zoom sessions, you should preferably leave the camera on to promote interaction within the class and mute the microphone when listening to others.

Are there places within the building for autonomous study?

Yes. The library is available for autonomous study 24 hrs a day. You need to book your place in advance and follow all safety recommendations, including maintaining safety distances and wearing a mask at all times. You will need your ITQB card to get in and out.

To book a seat at the library please go to https://survey.itqb.unl.pt/biblio/admin.php. If you have any questions about using the library resources contact Isabel Murta via biblio@itqb.unl.pt.

Group activities should take place remotely. Everyone with an email account at ITQB has access to Zoom Colibri. Using your ITQB credentials, go to https://videoconf-colibri.zoom.us/ and schedule a meeting, then send the invitation link by email to your colleagues. Go back to your Colibri account to start the scheduled meeting.