



**SORBONNE
UNIVERSITY
ABU DHABI**

Students FAQ

A guide for joining the Online Sessions

By

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Q. How do I access my online session?

Sign into Blackboard (sorbonne.ae → E-space-> Sorbonne Learn) then click on your courses (Started with 192020) , under courses menu click on Online Classes , the session will allow you to join before 15 minutes of the start time on the date of session. Check the date of the session is the same date of your session join

Q. Do I need specific equipment to take Online Courses?

You should have an up-to-date web browser such as Chrome, Safari, or Firefox.

For more details, Please see the guides [for supported browsers](#) and basic computer specifications.

- Use headset/microphone for best audio.
- Good Quality of internet Connection via Wired or Wi-Fi connection.
- Close down all background programs that not used for the BB Collaborate Session (email, Skype, extra web browsers, and any other desktop applications).
- PC \Laptop\Smart Device

Our Online Courses can be accessed on a mobile or tablet device, although we strongly encourage you to have access to a desktop or laptop computer and reliable internet connection for certain course components.

Q. How do I contact technical support during my course?

For technical support, please email HelpDesk@sorbonne.ae

And you could visit the [Student Guide](#) on your Sorbonne space

Q. Is there an orientation for online students?

A notification email will send to your Sorbonne email inbox to announce you for upcoming online sessions, and you will be invited always to visit [Student Guide](#) where our guides will introduce you to the technology and dynamics of online teaching and learning. Should you have any questions or need help troubleshooting a piece of technology, our Online Team is only an [email away](#) and is ready to assist.

Q. What is a typical schedule for an online class?

A schedule for an online class will be as same as your Face-to-Face schedule check your schedule on your Portal and follow the time and the date of your classes if there any updates you will receive email from the Academic Coordinator / Academic affairs for any updates, so please check your Sorbonne email daily.

Q. I am having trouble seeing what is on the screen. Can I make it bigger?

Yes. You can zoom in on a whiteboard or file that shared. You can also enlarge captions if you are viewing them. Double-click on the item to make it bigger. [See more Tool](#)

Q. I cannot hear anything. Can I change the volume?

Adjust your microphone and speaker volume in My Settings. Point to your avatar image to open My Settings. Click Audio and Video Settings.



[More on audio and video set up](#)

Q.I cannot find my audio button. How do I turn my audio on?

The moderator may have turned off your audio in their session. Moderators can turn off audio, video, chat, and edit tools in their sessions.

Q. How to share content?

First Ask your Professors to give you the Permission to share your Content\Presentation

Go to the Collaborate Panel , then select Share content tab , then chose the way your prefer to share your content\presentation

Q. If I am having issues with my audio or video?

Please check your session and browser settings.

[Safari Support](#)

[Chrome Support](#)

[Network Connection Status](#)

Q. How do my Assessment work?

The Professor builds assessments into each course. Under Assessment or Content link. You have to check with your Professors for upcoming assessments.

Click on the assessment title then uploaded your answer file by clicking on Browse my computer.

See the [Video Guide](#) for more information

Q. How do my discussion with Professor and students?

The Discussion built into each course by the Professor. Under Discussion link. You will find the available topics of your course discussions, click on the topic, then chose the subject and start your discussions with your professors and your colleagues have to check with your Professors for upcoming assessments.

See the [Video Guide](#) for more information

Q. How do Access Course Content?

All course materials come under content link inside your course, ask your professors for content Materials if you do not find any content inside your course

See the [Video Guide](#) for more information.

Q. What is the Best Practice for me in a session with ease and make a strong impression?

- **Join the session early.** Give yourself time to learn what you can and can't do in the session. Add a profile picture and set up your audio and video. If you are presenting, make sure you can share content. Practice using the tools.
- **Be on time.** If you can't be early, be on time. Let the moderator know if you are going to be late or absent. Everyone can set notifications to alert them when someone has joined the session and may see who is joining when.
- **Introduce yourself.** Don't assume everyone automatically recognizes your voice. State your name the first few times you speak. Let moderators know who is participating. Give everyone a chance to know you.
- **Make eye contact.** If you are sharing video, look at the camera and not the session. It may feel weird but it shows you are engaged in the session. If you need to multi-task during the session, shut your video off to avoid looking distracted.

- **Mute yourself when not speaking.** Nothing is more distracting than background noise. For example, typing or a private conversation. It can also give the impression that you aren't paying attention.
- **Be professional.** You may be joining the session from somewhere private but you are not alone. You are face-to-face with your peers, instructors, and guest experts. Make a good impression. Participate. Don't talk over someone. Raise your hand if there is no opening to speak. Type questions and feedback in the chat. Pick your best profile picture. Watch your mannerisms and facial expressions.
- **Take an active part.** Use the feedback feature and chat to show your engagement.
- **Keep your focus.** Close all programs on your computer except for the browser you are using for your Collaborate session.
- **Use a hard-wired (Ethernet) connection,** if available. If not available, use a Wifi connection.