New Student Preparation Guidebook
Get ready for success
Welcome to the University of Liverpool Online

You are starting a learning experience that could transform the way you think about your subject area – and the way you think about yourself.

As well as giving you an internationally respected qualification in your field, studying online with the University of Liverpool gives you the opportunity to:

- challenge yourself intellectually and explore points of view you have not considered before
- demonstrate the ability to write a convincing academic argument that is supported by evidence and research
- extend personal attributes such as confidence, resilience, and self-discipline

We’re here to support you on the journey, starting from the moment you enrol.

The New Student Preparation Programme

The University of Liverpool has been offering online programmes in partnership with Laureate since 2000. We’ve used that experience to develop a New Student Preparation Programme to give you the best chance of success.

We’ve taken the most common questions we get from new students and developed a range of resources to help you adjust to life as a University of Liverpool online postgraduate student.

This guide gives you an overview of the different elements of the New Student Preparation Programme, and of the tools and support services available to you throughout your studies.
# Table of contents

- Preparation checklist  
  5
- Online induction course  
  6
- Preparation videos and webinar  
  7
- Centre for Student Success  
  8
- Technology check  
  9
- Planning your study week  
  10
“Time management and determination are vital in succeeding as an online student.”

Vivian Asiegbu, MSc in Management graduate

Need help?

Go to http://success.liverpool-online.com/ContactSupport
You’ll find answers to frequently asked questions, and forms you can use to contact us with specific queries.

If you cannot get online, you can contact us by phone Monday to Friday between 9am and 6pm Central European Time (CET) +31 (0)20 713 0000
International toll free numbers are available

Technical support is available 24/7 –
dial +31 (0) 20 713 0000 (Option 3)

Your Student Support Manager

Soon after you enrol as a student, you’ll receive a phone call or an email from your Student Support Manager. Your Student Support Manager will assist you throughout your studies and is there to help if you encounter any difficulties.
### Preparation checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>Estimated Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Review all new student resources in the Centre for Student Success</td>
<td>4 hours</td>
</tr>
<tr>
<td>o Complete the online induction course</td>
<td>8 hours</td>
</tr>
<tr>
<td>o Check whether or not a textbook is required for your first module</td>
<td>10 minutes</td>
</tr>
<tr>
<td>o Watch the preparation videos</td>
<td>35 minutes</td>
</tr>
<tr>
<td>o Receive a call from your Student Support Manager to discuss your study readiness</td>
<td>15 minutes</td>
</tr>
<tr>
<td>o Log in to the Student Portal</td>
<td>2 minutes</td>
</tr>
<tr>
<td>o Attend New Student Welcome Webinar</td>
<td>30 minutes</td>
</tr>
<tr>
<td>o Download your study plan for week 1 and 2 of your first module</td>
<td>2 minutes</td>
</tr>
</tbody>
</table>

**Any questions?**

Find answers at [answers.liverpool-online.com](http://answers.liverpool-online.com)

Or contact Student Support at [http://success.liverpool-online.com/ContactSupport](http://success.liverpool-online.com/ContactSupport)
Online induction course

The online induction course is an introduction to our online learning platform.

It is a non-credit bearing course, meaning it will not count towards your final grades, but it is compulsory for all students.

The online induction course allows you to:

• learn to navigate the online classroom confidently
• practice tasks you will perform almost daily and on which you will be assessed
• fix any technical issues before you start your programme
• increase your chances of doing well in your first module
• develop an effective and realistic study plan so as to anticipate the time required to complete a module successfully

Please find detailed information on the Centre for Student Success.

To access the online induction course, click the ‘Go to Class’ button in your Student Portal.

UNIT 1
How to learn

UNIT 2
Demonstrate your knowledge

Estimated 8 hours across 2 weeks
(including media and reading)

Deadline for assignments:
The class closes at midnight your local time the night before your intake module starts (a Wednesday night), and all work must be submitted by this time.

Required tasks:
- A study plan
- A collaborative activity
- Check your knowledge quiz (20 questions)
- A hand-in assignment
Preparation videos and webinar

Watch the preparation videos and attend the welcome webinar to get a good understanding of different aspects of online study.

Get ready for online study
Watch this video for practical tips which should ensure a successful start to your online programme.

Fees and payment options
Watch this video for practical information on how to finance your online studies.

Academic writing fundamentals
Watch this video and gain a greater understanding of academic writing. Find out how to participate on discussion boards, engage with secondary sources and how ‘Turnitin’ works.

Academic skills
Watch this video and find out how online study works, what tasks you need to complete, how to manage your time and reference your work.

New Student Welcome Webinar
Meet faculty and staff in this live event and have your questions answered.

What students say about our preparation programme webinars:

“Thank you for an inspiring and informative session.”

“The host and support staff were warm, knowledgeable and welcoming.”

“I am motivated, ready and much more aware of how focused I will need to be as I embark upon what I look forward to being an exciting rewarding journey.”

Look out for links to the preparation videos and New Student Welcome Webinar in your inbox.
Academic resources at
Centre for Student Success

The Centre for Student Success website is where you will find a range of tools and information to support you from before you begin your studies, right through to graduation.

New Students Section
Here you will find introductory information for new students arranged into four units that mirror the units of the online induction course. You can access this information before you complete the online induction course – making it easier for you to complete the course more quickly – or at any other time.

Quick Answers
Use this search function to quickly find the information you need on the website. Simply enter a search term or a question in the box provided.

ASK Video Series
The Academic Skills and Knowledge (ASK) series is a collection of short videos that address some of the main challenges students face including time management, referencing, evaluating secondary sources, reading effectively and more.

Skill Units
Skill Units are short, non-credit-bearing courses that can supplement your academic programme. Examples include maths and statistics for research, critical thinking, and library skills for research.

Grammarly
Grammarly is an automated tool that checks your writing for grammatical accuracy and makes suggestions to help you improve your work. Find out how to access the service on the Centre for Student Success.

Writing Centre
The Writing Centre is a service for students who need assistance with their written assignments. You'll be able to submit your written work to a specialist writing tutor who will make suggestions for how to improve the grammar, referencing, and overall structure. They will not comment on the content of your work, or rewrite your assignment, but they will make suggestions to help you improve as a writer.
Technology check

In order to study online you need to have the following:

**Desktop or laptop computer**
If your computer runs either a Microsoft Windows or an Apple OS X operating system and is less than five years old, it will normally be fast enough and have sufficient memory to use our online learning platform.

The minimum hardware requirements are:
- Processor - Intel 1Ghz +
- RAM (Random Access Memory) - 512Mb +
- HDD (Hard disk drive) - 5 Gb +

**Required software**
You will need the ability and permissions to install and update software (‘Admin Access’) on any computer you intend to use for your studies. You may need to update software to use our online learning platform, or install software to complete assignments.

**You should have software to:**
- read and save Microsoft Office format documents
- read Adobe Acrobat documents (PDFs)

**Recommended web browsers:**
- Google Chrome
- Mozilla Firefox

**Reliable DSL/Broadband internet connection**
We recommend that you have an internet connection at home. It is best if you do not have to rely on internet access at work or in internet cafes.

Upload speed is crucial for submitting work successfully. There are various websites where you can test the quality of your connection, such as [www.speedtest.net](http://www.speedtest.net)

**Personal email address**
This should ideally be a WebMail service (like Gmail or Yahoo!) rather than a work email address, as you may be unable to access your work email when you are outside of the office. We will use this email address to contact you in case you do not respond to email sent to the study email address (@online.liverpool.ac.uk) that we will create for you.

You can find more information about technical requirements [here](#) and in the Get ready for online study preparation video. If you have further questions, you can ask for assistance in the Centre for Student Success.
Planning your study week

Your exact weekly study schedule will vary depending on your programme and your module. Please make sure you are aware of what tasks you are required to complete each week.

It’s important for you to know that:

- The academic week begins on a Thursday (Day 1) and ends the following Wednesday (Day 7)
- Before you start any assignments, you should review the readings/media provided as a background to the topic of the week.
- Assignments and collaborative activities will be used to demonstrate and assess your understanding of the topic, they will have specific deadlines and grades and feedback will be provided to you.
- Collaborative activities will require your contribution and participation across multiple days.
- Assignment submissions need to be made via TurnItIn, and in some cases also to class forums.

If you have difficulty using Turnitin, please contact Technical Support immediately through the Centre for Student Success website.
Sample weekly schedule
MBA student

**Key:**

- commitments outside your normal routine
- travel plans

* The weekly instructions may specify that the same assignment is to be submitted to BOTH Turnitin and the discussion board. If this requirement is not fulfilled then a fail grade will be awarded for the requirement that is not met. This is not reversible or subject to appeal, so pay close attention to all submission guidelines. Contact your instructor for clarification if needed at least 48 hours before the deadline to allow sufficient time to reply.

<table>
<thead>
<tr>
<th>Study tasks</th>
<th>Day 1 Thu</th>
<th>Day 2 Fri</th>
<th>Day 3 Sat</th>
<th>Day 4 Sun</th>
<th>Day 5 Mon</th>
<th>Day 6 Tue</th>
<th>Day 7 Wed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study times</td>
<td>6am-8am / 8pm-10pm</td>
<td>8pm-10pm</td>
<td>10am-2pm</td>
<td>5pm-10pm</td>
<td>Write during flight / post from hotel WiFi</td>
<td>Evening, after dinner with clients, 9pm-11pm</td>
<td>Write during flight / post from home Read 8pm-10pm</td>
</tr>
<tr>
<td>Commitments</td>
<td>Tennis, 6pm-7pm</td>
<td>Breakfast meeting, 7am</td>
<td>Party, 6pm - late</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td>Business trip</td>
<td>Business trip</td>
<td>Business trip</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tips</td>
<td>Tips on time management</td>
<td>Tips on reading more efficiently</td>
<td>Tips on writing assignments and discussion posts</td>
<td>Tips on citing and referencing</td>
<td>How to use Grammarly</td>
<td>How to access the Writing Centre</td>
<td></td>
</tr>
</tbody>
</table>

Print out the next page and fill in your own schedule for every week of your first, and subsequent, modules.

Remember to include travel details and commitments you cannot miss.
Your Weekly Schedule

<table>
<thead>
<tr>
<th></th>
<th>Day 1 Thu</th>
<th>Day 2 Fri</th>
<th>Day 3 Sat</th>
<th>Day 4 Sun</th>
<th>Day 5 Mon</th>
<th>Day 6 Tue</th>
<th>Day 7 Wed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study tasks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study times</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commitments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>