

1. Transcript Record and Certificate

NO	QUESTION	ANSWER
1	When is the estimated time I will obtain my Final Transcript & College Certificate after my graduation?	Within 6 weeks after the last week of your study period at LaSalle
2	What are the requirements for taking the Final Transcript, College Certificate of graduation and Diploma?	No outstanding balance in Finance, No unreturned books in library and No unreturned equipment from IT
3	When will my Diploma Certificate be issued?	Normally, it will take 6 months to be processed from Canada
4	Who can I contact to know about my D4 or S1 or Diploma certificate availability?	Please contact Ms Ade Ahibbah for Jakarta or Ms Kurnia Dewi for Surabaya
5	What happens if I have to leave and the Transcript of Records is not ready?	We can provide an official interim transcript of student records showing your grades achieved to date. Please contact Academic department
6	If I must wait for my certificate to be available within 1-2 years, can I ask for Proof of Graduation along with the Final Transcript?	We need to know the purposes of the SKL; for job seeking or advanced study? Students can complete the requested form provided by campus academic
7	Can the College Final Transcript, pass certificate and diploma be taken by appointed person?	Yes, the Letter of Authority from graduated student and a copy of the ID card of the appointed person will be asked for the request

2. COMMENCEMENT (Graduation) Requirement

No	QUESTION	ANSWER
1	What are the requirements for students to attend graduation ceremony in April?	All courses must be successfully completed in December in the previous year
2	How do I know if I am listed as graduation participant in April?	The marketing team will inform you to submit photograph for the graduation yearbook

3. Learning Mode and Schedule

No	QUESTION	ANSWER
1.	How will I attend my classes in LaSalle College?	There 3 types of class to attend: C1: Fully Online instruction, reflecting best practices in online course design, including

		<p>synchronous and/or asynchronous interactive experiences</p> <p>C2: Hybrid/Flipped courses – combination of in-person and online coursework. This can take on varying forms, but may include splitting students in two or three groups that alternate classroom attendance while the rest of the content is delivered asynchronously via the online learning management system</p> <p>C3: On-campus (fully live) in-person courses in socially distanced classrooms</p>
2	<p>Where would I obtain a university calendar of important dates?</p> <p>When can I see my schedule for the next term?</p>	<p>It is available on your Omnivox homepage</p> <p>At Week 00</p>
3	When can I add / drop classes?	<p>They can be found on the Academic Calendar at the Omnivox.</p> <p>In a normal situation: Students should come to the Lasalle campus and see their study program coordinator to request approval for an add / drop class form</p>
4	How is the program change, Deferment and Withdrawal process?	You have to meet with Mr. Nicko (Counselor), fill in the form signed by parents and students.
5	Where can I access my grades?	you can access in your Omnivox
6	How can I find out my attendance list?	You can access it automatically in Omnivox, ask directly to your teacher, consult to Mr Fikri for LCJ campus or Ms Kurnia Dewi for LCS Campus.
7	If I don't feel well or I need permission not to attend my class, where can I find out more?	Get information from the teacher By MIO, cc Pak Fikri or if there is a sick letter or a statement from parents please give the letter to Mr Fikri for LCJ campus or Ms Kurnia Dewi for LCS Campus.

5. During the pandemic, how are the procedures to come to LaSalle campus for some important purposes?

No	QUESTION	ANSWER
	Get brown paper?	<p>Write a Letter of Permission to Academic Department via WA or MIO (Monday to Friday, you can choose between 9AM-12AM or 1PM-4PM)</p> <p>Academic Department will proceed the inquiry to General Affair and students will soon be informed</p>

	Buy di student supplies?	Please contact Ms. Stevi to make an appointment (from Monday to Friday: 9 AM-12 AM or 1PM- 4PM)
	Use LaSalle classrooms (Sewing, Drafting, Studio and Computer Lab)?	Ask your teacher permission 3 days before your visit. Your teacher will request for to LaSalle College for approval.
	I am planning to extend my WGSN, what should I do?	Since activating WGSN requires Lasalle Wifi, students are obliged to come to Lasalle campus. The process will take up to 30 minutes. Please write a Permission Letter to Academic via WA or MIO, Monday to Friday (between 9AM-12AM or 1-4PM) , later the academic will proceed to the GA department for approval.

4. Complaints

No	QUESTION	ANSWER
1	How is the Score Complaint Procedure	They contact the MIO teacher, if there is a value input error, the teacher will email Academic dep (Ade) to change it in the system
2	Complaint about Teachers	Please contact Mr. Nicko as Counselor to fill in the Complaint form and later Nicko will process it.
3	Complaint about Campus Facilities	We provide a facility called course evaluation in Week 12 every semester, please fill in it when the course evaluation appears

5. Alumni

No	QUESTION	ANSWER
1	I want to post a job vacancy, who can I contact?	You can contact Mr. Fikri (Academic) by Email or send a hardcopy so that we can post it on Campus Announcement Board
2	I want to involve LaSalle College for Work or Project partnership, who can I contact?	Marketing Department

6. Omnivox

No	QUESTION	ANSWER
1	Why is my omnivox account blocked?	Omnivox is blocked, there are 4 possibilities, namely being blocked by the Finance Dept. (93, the statement is outstanding balance), Academic (91, the statement submitted your documents to the admission office), Library (90, the statement was Returning borrowed items), IT (99, statement Returning borrowed items form IT Dept), so please contact Dept. that blocks your omnivox. (Finance: Ms. Intan, Academic: Ms. Irma, Library: Mr. Langgeng & IT: Mr. Dwi Cahyo)
2	What should I do if I forget my omnivox password?	Go to the omnivox website and click forgot password
3	I cannot remember the 3 security questions in the omnivox in order to create a new password, who can assist me with this issue?	Please contact Ms. Ade to reset password (Academic)
4	Why can't I receive notifications in my LaSalle email everytime I get information from Mio - Omnivox?	Go to omnivox then go to MIO settings and check the list box with your email address.
5	Why can't I open the omnivox in the app?	You need to have it activated from a PC or Laptop, once it's successful, you can access your omnivox app through your mobile phone
6	Why am I asked for a Perm code when I open the Omnivox?	Make sure you access the omnivox Indonesia, not the other countries that needs a Perm code from outsider
7	Why is it the first time I want to activate invalid reading?	Make sure the date of birth that you inputted by the admission is exactly the same as the one you entered into the omnivox for activation

7. Teacher

No	QUESTION	ANSWER
1	How can I contact Teacher to ask about teaching and learning activities?	You can contact via Mio - Omnivox.
2	Can I get a contact of my teachers?	Yes, only during the pandemic. Contact LaSalle College academic executive staff to get assistance with it

8. Finance

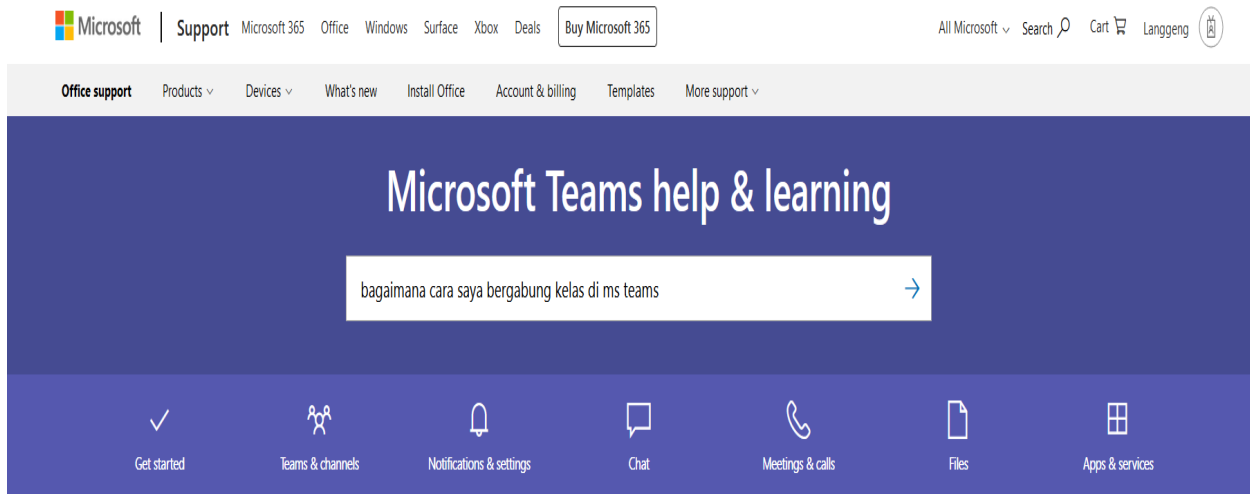
No	QUESTION	ANSWER
1	If I have paid for school, where can I send proof of transfer?	Please reach the Finance Department with Ms. Sri Lintang through MIO app/web or Whatsapp.
2	Where can I find what holds are on my account?	
3	Why is my Omnivox account blocked although I have already paid my tuition fee?	

FAQ For MS Teams

Please access this following link for each question related to Ms Teams

(How to join my team class)

<https://support.microsoft.com/en-us/teams>



1. When can I find out my class is in progress

Answer: Contact LaSalle the hotline number, we will help you check the schedule at Clara and ask you to recheck at Omnivox (<https://lci-indonesia.omnivox.ca/Login/Account/Login?ReturnUrl=%2fintr>)

if you aim to explore other options for the class setup. Select **Teams** from the app., then select a channel to join.

2. How can I notice all my classes schedule for the one entire week?

Answer: To schedule a meeting in Microsoft Teams, it should be connected to Your calendar in Teams and connected to your Exchange calendar. In other words, when you schedule a meeting in Outlook, it will appear in Teams, and vice versa. Each meeting scheduled in MS Teams is automatically turned into an online meeting.

Scheduling from Outlook? Learn how to add Teams to your Outlook meeting. Schedule a meeting

There are several ways to schedule a meeting in Teams:

- *Select Schedule a meeting in chat (below the box where you can type a new message) to book a meeting with the people in the chat*
- *Open Calendar at the left side of the application and then select "new meeting" at the top right corner*
- *Select a desired time range on the calendar. The scheduling form will appear*

3. How can I login using my LCI Education account?

Answer: Sign in to Microsoft Teams

A. Open the Microsoft Teams by doing one of the followings:

- o On Windows, click Start  > Microsoft Corporation > Microsoft Teams.*
- o On a Mac, go to the **Applications** folder and click Microsoft Teams.*
- o On the web, go to <https://teams.microsoft.com>.*

B. Login with your Omnivox username and password.

C. What should I do if I can't use my LCIeducation.Net account

Answer: You can use your gmail.com account to signup in MS Teams, contact the LaSalle Hotline number and we will help you to connect with your gmail account and you can still join classes in MS Teams

4. I don't understand about MS Teams how to install it

Answer: Contact the Hotline team, we will send you a step by step guide for Microsoft Teams installation guide for students in pdf

Hotline:

Mr Langgeng : 087882074889

Mr Dwi Cahyo : 081585060503