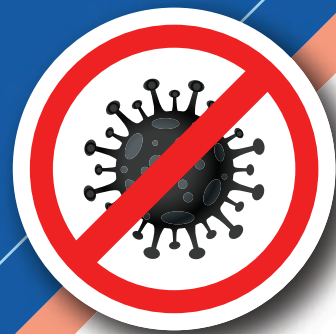


## MMU's Response to COVID-19 and MCO

A definitive summary of the university's collective response to the global pandemic, in ensuring continuity of the academic process and campus operations

30 April 2020



# Message from the Acting President



The COVID-19 global pandemic is an event unlike anything humanity has faced in the modern era. Since we have no idea how cataclysmic it would be compared to prior outbreaks, such as the 1918 Flu pandemic, or the 14th century Black Death, we have no choice but to disrupt our collaborative way of life, or face contracting and succumbing to the disease.

However, life must go on. Each of us must remain true to our vocation, come what may. Obstacles were meant to be overcome, gaps to be bridged, puzzles to be solved. As such, for academicians, our dedication towards nurturing the future leaders of the country should not waver.

Fortunately, on 18th March 2020, the Ministry of Higher Education released to the media an FAQ which provided guidance for institutes of higher learning in the country during the Movement Control Order (MCO). Among other things, the FAQ expressed that the Ministry was cognizant that a number of universities were ready to deliver its courses online, due to the availability of requisite infrastructure, as well as lecturers who were capable of utilizing said facilities.

MMU was established by government mandate to be a game-changer in Malaysian academia. It was for that reason that MMU, from day one, had put in place the requisite infrastructure for online teaching and learning, which was continuously upgraded over the years. Now, MMU has been pushed to be agile, so as to help ensure that Malaysian further education is not foiled by COVID-19.

Of course, to effectively deliver virtual classes, a host of attendant support services are required, just like in traditional, off-line institutions. The limitations imposed by the MCO, however, necessitated unique approaches be used in delivering these services, so that the nation's efforts in disrupting COVID-19's chain of infection would not be rendered for naught.

This document is a summary of the services and responses that were made by MMU, so as to make possible its continued teaching and learning processes, despite the reduced mobility of not only staff, but also students, during the MCO.

The MMU Covid-19 response was coordinated by the university's Crisis Management Taskforce (CMT). I would like to take this opportunity to thank all the staff of MMU, both academic as well as support, for their hard work in implementing the CMT's counsel.

I am inspired by Winston Churchill in hoping that, years from now, when our successors look back at what the university has achieved, they will look at the gargantuan impediment we are currently facing, and they will say, "Instead of cowering in fear, they found ways to overcome; it was indeed their finest hour." I would also like to thank MMU students for their understanding, patience and determination as we navigate through this period of time.

**PROFESSOR. DR. HO CHIN KUAN**

Acting President /  
Vice President (Academic and Internationalisation)





# REPORT SUMMARY



➤ This summary covers MMU's MCO-driven responses across ten areas, which, cumulatively, span the entirety of a university's operations.

1

ACADEMIC SERVICES

2

STUDENT SERVICES  
AND WELFARE

3

TEACHING AND  
LEARNING DELIVERY

4

IT SERVICES &  
LEARNING RESOURCES

5

SAFETY AND HEALTH

6

HUMAN CAPITAL  
MANAGEMENT

7

RESEARCH

8

CAMPUS  
DEVELOPMENT

9

BUSINESS CONTINUITY

10

SOCIAL  
RESPONSIBILITY



# 1 ACADEMIC SERVICES



- Behind the teaching and learning process, there exists an extensive system that not only keeps track of each students' progress, but provides support so that they only need to worry about what they should, which is studying. During the MCO, that extra bit of service would go a long way in helping students cope with the situation.

## MATTERS RELATED TO FINAL EXAMINATION TRIMESTER 2 2019 / 2020

**Announcement was made to students on 03/04/2020** to inform them on the release of results and matters related to Completion Status for Foundation and Diploma Students, Bachelor Status Activation, Term Activation & Subject Registration, Auto Credit Transfer, and Appeal for Remarking.

## APPEAL FOR REINSTATEMENT - 'DISMISSED' STATUS

To facilitate the process of the reinstatement during COVID-19, there is **NO Special Academic Program (SAP) conducted in Trimester 3 2019/2020**. Thus, student's status will be immediately updated upon the decision by the Student Appeal Committee (SAC). Students can later proceed to register for subject.

## SUPPLEMENTARY EXAM

In line with the MCO, **the supplementary exam of Trimester 2 2019/2020** will be conducted during the Study Leave Break of Trimester 3 2019/2020. The exam schedule was released on 18th April 2020.

## LEAVE OF ABSENCE AND REQUEST CHANGE OF FACULTY/MAJOR

Students who want to **apply for leave of absence (LOA) or to change subjects, faculties or majors, may apply for the service online**. The respective faculties will update and notify students on the outcome of their applications.

## THE COMMENCEMENT OF TRIMESTER 3 2019/2020 & SUBJECT REGISTRATION

**The Management decided to commence Trimester 3 2019/2020 in a virtual mode**. This allows learning and teaching via online and students can register their subject online through CaMSys.

## FINAL EXAMINATION FOR TRIMESTER 3 AND MUET

To minimize the impact of the spread of Covid-19, **final exam will be replaced with alternative assessments**. However, where possible, final exams will be conducted, for which students will have to be present on campus.

## SCHOLARSHIPS

**A total of 95 Entrance Scholarships and 12 Merit Scholarships are offered to Foundation and Degree students respectively**. These scholarships will enable more study opportunities at MMU.

**As for MUET, the students are advised to get updates from Majlis Peperiksaan Malaysia's website.**





## PRE-COURSE ENROLMENT FOR TRIMESTER 1 2020/2021

Students may proceed with Pre-Course Enrolment without going through the face-to-face consultation requirement of the Academic Advisory System. Students may update accordingly starting from 1 June 2020.

## CONVOCATION 2020

Following the guidelines from National Security Council (NSC), Ministry of Health, and Ministry of Higher Education (MOHE) on social distancing and prohibitions on large gatherings, **the convocation for year 2020 will be postponed to year 2021**. Nevertheless, students will be able to obtain their academic transcripts and degree scrolls in September 2020.

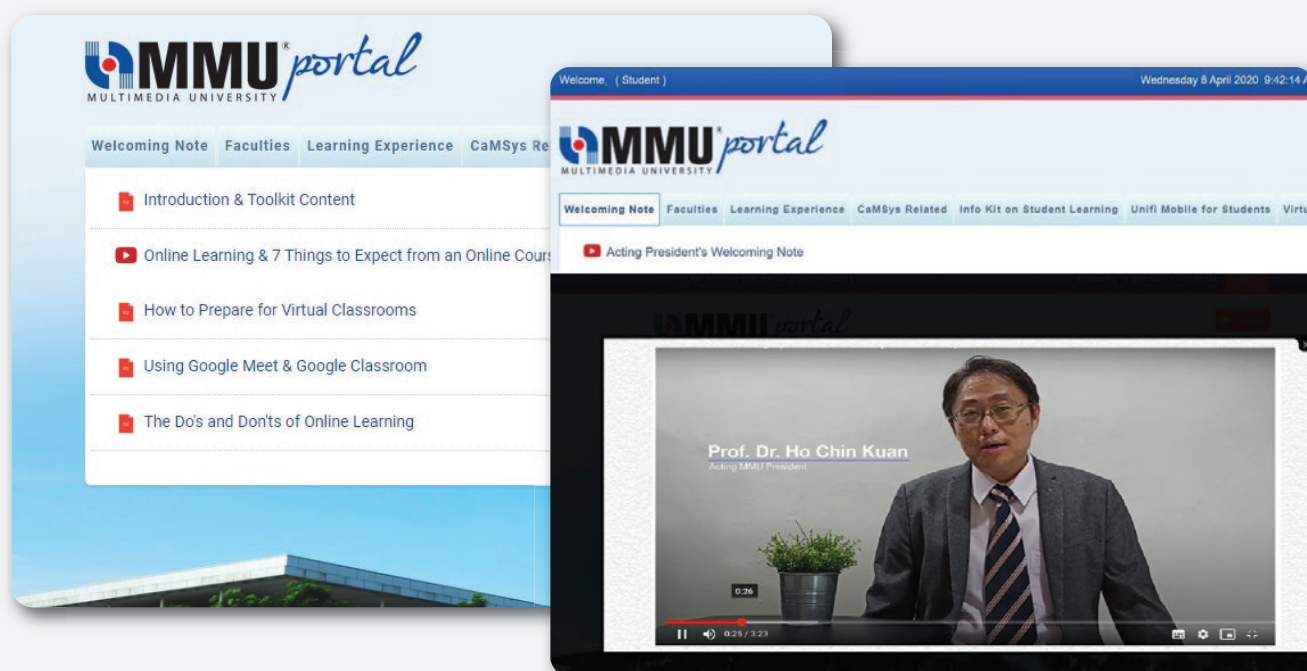
## E-REGISTRATION & E-IMMERSION

New students who enrolled for Trimester 3 2019/2020 experienced their registration and immersion online for the first time ever. The event was held from 8 April until 12 April 2020.

Dubbed as E-Registration and E-Immersion, the students received a step-by-step guideline to register themselves as MMU students. They also underwent the immersion programme which provided them more information on campus resources, programmes and services.

This was the inaugural session organised by MMU for its new students, and we received good response regarding the virtual experience from new students through a survey conducted by the Student Affairs Division (STAD). The students also shared some constructive feedback to better the E-Registration and E-Immersion.

All in all, the E-Registration and E-Immersion enabled MMU to proceed with the registration of its new students, as well as conduct their orientation process, despite MCO restrictions physical gatherings.





## 2 TEACHING & LEARNING PROCESS



- The teaching and learning processes are the bread and butter for every institution of higher learning, MMU included. In Malaysia, the process has been, for the most part, traditional, in the sense that the services were dispatched through the classroom setting. In order to ensure that MMU's academic services are not disrupted, the following have been put into place.

### TEACHING AND LEARNING VIA VIRTUAL CLASSES FOR TRIMESTER 3 2019/2020

Virtual classes are implemented to all levels of studies including Foundation, Diploma, Degree, Masters and Ph.D.

Lecturers will prepare and deliver their classes from their respective homes and students will participate in the virtual classes from home or the hostel (for those who are not able to return after Tri 2 2019/2020). As for administrative task, staff will provide support and services from home.

### PLATFORM FOR ONLINE TEACHING AND LEARNING

The learning process is executed through MMLS, Google Classroom, Google Meet and other digital learning tools.

On top of that, continuous assessments will be conducted through digital means.



### STAFF TRAINING & VIRTUAL CLASSES INFO KIT

ADEPT (Academic Development For Excellence In Programmes And Teaching) and its TALENTs had conducted a series of trainings on conducting virtual classes to both academic and non-academic staff.

Virtual Classes Info Kit, which contains salient information and best practices, have been distributed to all students before the beginning of the new trimester.



### CHALLENGE & SOLUTION

Internet connectivity is the main concern when it comes to virtual classes. Some students may not have access to adequate internet connectivity.

To tackle this issue, Unifi Mobile offered a special unlimited high-speed data package with unlimited hotspots to MMU students.

This initiative was announced to students on 5 April 2020.

### 3 STUDENT SERVICES & WELFARE



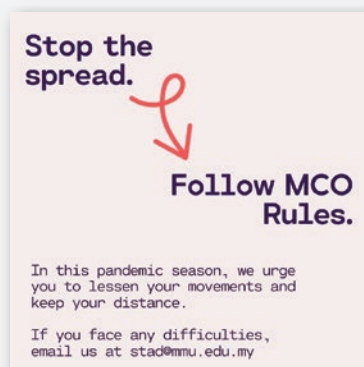
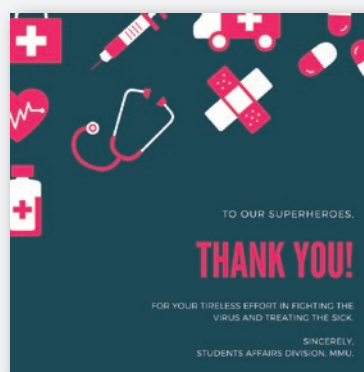
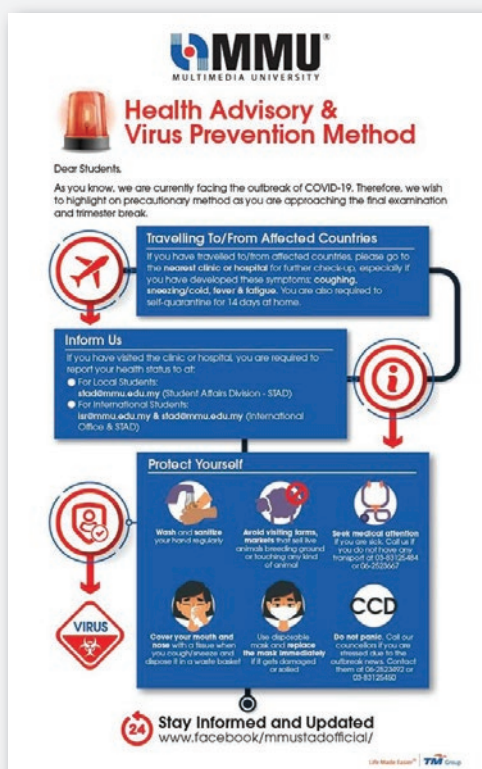
- During this time, an important goal of the university is to ensure the well-being and welfare of students. Hence, the university has decided to offer a helping hand to those who might need it, especially pertaining to physical and mental health as well as financial ability. Furthermore, post-MCO measures are also essential to ensure student life continuity.

#### ➤ PRE MCO

### Inculcating Awareness on COVID-19 amongst Students

Student Affairs Division (STAD) has taken pro-active measure in educating the students by giving awareness on the spread of this infectious disease:

- Sharing of information about COVID-19 by the Sports & Co-curriculum Unit for public viewing, especially for students of MMU Melaka, Cyberjaya and Johor through social media.
  - ▶ This has been ongoing since 28 Jan 2020 until 18 March 2020, and has been received with good response. Five posts were made, as summarized below:
    - Jan 28: Reduce your risk of Coronavirus infection poster by WHO
    - Jan 29: Health alert: Coronavirus poster by MMU
    - Mar 7: COVID-19 alert: Travel advisory poster
    - Mar 17: Safety notice during COVID-19 for internship students
    - Mar 18: Appreciation poster to the frontliners
- Sharing of announcement by the related ministries or bodies regarding COVID-19 that affected sports activities.
- Promoting healthy lifestyle, sharing fit video, e-games competition, online based fitness challenge & motivation to stay at home.
- Assisting PLKK (Program Latihan dan Kemahiran Kerjaya) participants who were attending a short course organised by STAD and FCM. Due to the outbreak, STAD decided to send them back, and did so before the MCO.





### ➤ DURING MCO

#### Rebate on Resource Fee

- With the MCO implementation and classes going virtual, **10% rebate will be given on the Resource fee billed in Tri 3 2019/2020. However, this will be further reviewed for Tri 1 2020/2021 resource fees, taking into account the latest developments around the orders imposed by the government related to COVID-19.**
- During this period, **students will continue using the digital learning platforms (MMLS, Google Classroom, and all the features of G-Suite Enterprise for Education), all of the library's digital resources such as online databases, e-books and other electronics materials.**
- Additional university resources will be channelled to ensure our digital platforms have sufficient capacity. Common student services are accessible and fulfilled through various online mechanisms.
- Most student activities in Tri 3 2019/2020 have been postponed to Tri 1 Session 2020/2021. **Only one event has been cancelled. The Career Centre will be continuing their programs and workshops online. If activities in Tri 1 2020/2021 must be significantly scaled down, the university will consider giving rebate on this fee.**
- This information had been disseminated to the Student Representative Council (SRC) on 19 April 2020.

#### Temporary Suspension of Hostel Services

- As part of our continuous effort to contain the COVID-19 threat, hostel operations in both our Melaka and Cyberjaya campuses will be temporarily suspended throughout Trimester 3 2019/2020.
- However, **special permission is granted to international students, local students from Sabah and Sarawak, students with special needs and those who are attending industrial training to continue staying in the hostels for Trimester 3, 2019/2020.**
- Students who will be sitting for supplementary exams and final exams on campus will also be allowed to stay in the hostels during the examination weeks.
- MMU is also committed to ensure the well-being of students on-campus and off-campus in this holy month of Ramadhan. In addition to this, **MMU is ready to facilitate the movements of impacted students back to their respective hometowns, subject to further instructions by National Security Council (NSC) and MOHE.**



## 3 STUDENT SERVICES & WELFARE



### ⌕ DURING MCO

#### Providing Meals to Students

- STAD has made efforts to provide daily meals, food supply and care packs to the affected students, as they were not allowed to travel back to their hometowns. These items were distributed to students who are staying at the hostels and surrounding off-campus residences in Melaka and Cyberjaya during the MCO.
- To ensure all activities are in order, a committee was setup to execute the task in providing the items to on- and off-campus recipients.
- STAD also received some assistance from Food Bank Malaysia, Pusat Zakat, Kembara Kitchen, MMU Alumni Society, MESRA (MMU Staff Club), Masjid Al-Irsyad MMU Melaka, Surau Al-Hidayah MMU Cyberjaya, Yayasan Universiti Multimedia (YUM), TM MSC, TM CSR team as well as individual donors in completing this initiative.



#### Continued Support to Students

##### Online Workshops for Students

Organising Online Workshop and Seminar on how to organise events and USR programmes during MCO via Google Meet & Google Classroom.

##### Online Teaching for Lecturers

Sharing methods to lecturers on how to organise Virtual Classroom as MCO extended to Phase 3 via SOCMED

##### Consultation to Students & Parents

(Referral Cases) In supporting the students & parents (stakeholders) to go online, consultation is provided continuously to students and parents in understanding a few new policy on teaching and learning, BPN and other necessary inquiries.

##### Students Assistance (Security, Zakat, YUM, YTM & JPA)

Counsellors also assisted students, especially those with financial concerns, safety and security, by connecting them to the respective parties.

##### Student Workshop & Public Service Announcement

As all goes online at MMU, the respective Counsellors had taken the opportunity to conduct a workshop/sharing session in helping students to understand their new situation, as well as to help them adapt and cope with the MCO.



## ➤ POST-MCO PLANS

### Sustaining with Online Activities

#### **Career Development Centre Club (CDCC) Employability Programme**

The 10 days upskilling programme by Career Development Centre Club Malaysia in collaboration with MMU Career Connect. 30 companies indicated to hire them after event with 20 graduates per programme.

#### **Talent Bank Digital Career Festival 2020 – 4 May – 30 June 2020**

A series of 5 events – initiated by the Talent Bank, in collaboration with the Career Development Centre Club Malaysia, as well as MMU's Career Connect.

#### **Graduate employability (GE) survey for 1920 Graduates.**

The Career Center carried out a survey to gather data on student employability. This is part of the university's effort to ensure that our graduates can find jobs in these challenging times.

#### **Seeds Online Job Fair 2020 – 4 - 8 May 2020**

Targeted companies more than 5 companies. Attend webinars by speakers on employability & personal branding. It involves attend employers presentation, participate in virtual sharing with companies, online interviews & job posts application.

#### **Connect with Mentors from Industries at Future Lab platform – April – June 2020**

Fully online program initiated by Future Lab in collaboration with MMU Career Connect with 300 mentors available.

#### **Preparing for work by self-exploration**

To enable self-exploration by students, by having them conduct their own research on careers. They are provided guidance – based on 10 points shared by the Deputy Minister, Ministry of Youth & Sports – on self-preparation and work-readiness during the MCO.

#### **University of Experience Summit at GoMonsta Asia platform – 9 April – 30 April 2020**

The main objective is to prepare young people for the future of work by connecting them directly to the key industry lecturers.

#### **Chit Chat with Career Advisor**

Promote career coaching session online for students who are in need, based on the agreed time of both parties.

#### **#KisahSiswa – Career Coaching Circle – Talent Employability**

A quick win intervention designed to cushion employability troubles among young talent due to the effects of the MCO. TalentCorp, together with our strategic partners – including Ministry of Human Resource (MOHR), Ministry of Education (MOE) & Ministry of Youth and Sports (MYS) – are extending their support to this initiative.

#### **Young Talent & Human Capital Development.**

The initiative plan to tackle two segments of talent: i. Segment 1 [Coaching]: Talent who are needed to be coached by our resident career coaches; and ii. Segment 2 [Exposure]: Talent who are seeking to improve their Graduate Employability (GE) essential skills via our GE Channel.



### ➤ POST-MCO PLANS

#### Hostel Arrangements

- **Room arrangements**

Trimester 3 2019/2020, those who are eligible to stay in the hostel, will be given provided rooms on a 1 student per room basis. This arrangement was made in order to reduce the possibility of spreading the COVID-19 virus in the hostels. This arrangement will be applied to both campuses in Trimester 3.

- **Hostel guidelines**

In order to properly remind all of hostel residents, the hostel management is producing a pamphlet, which will be referred to by all hostel residents during their stay at MMU's hostels. The guideline aims to encourage hostel residents to practice good hygiene to curb COVID-19 transmission within hostel grounds.

- **Shorten hostel access hours**

Hostel Management is proposing to shorten the access hours to the hostel, starting from 7 A.M. to 7 P.M. This is to encourage residents to not travel far from the campus, and to reduce mass gathering activities within hostel grounds.



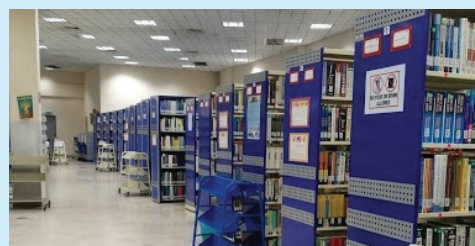


## 4 IT SERVICES & LEARNING RESOURCES

- IT and Library services are important to the university at the moment. MMU students are not the only ones who are dependent on the services the division provides. The university's staff are similarly reliant on them, since most staff are working from home.

### Library Services

- To support student's self learning time (SLT) during the Movement Control Order (MCO), Siti Hasmah Digital Library (SHDL) has taken proactive initiative by compiling online publication from reputable publishers and institutions to compliment the existing resources. This initiative is to ensure students are equipped with adequate resources and references during the current trimester via online mode.
- The indexing system is running under open access software, Subject Plus and the system is available via online since 10 April 2020.
- The student can access all online resources through SHDL library portal at <http://vlib.mmu.edu.my/research2/> 24 hours 7 days a week.
- SDHL will also be introducing a new feature, Find Me a Book during Post MCO, in an effort to minimise mass gathering even after the MCO period is lifted.
- Students are also able to consult with library representatives via online from Monday - Friday, 9.00 A.M to 5.00 P.M. (except for Public Holiday)





## Ensuring IT Services is Intact



### SERVICE PROVIDER

ITSD acts as a backbone of ICT infrastructure and Services to the MMU community; both staff and students. To be able to maintain a seamless transition from office environment to Work From Home environment as strong ITSD support is essential to MMU Community.



### IT SYSTEM AND INFRASTRUCTURE

ITSD is fully prepared to embrace technology-enabled learning to support Online Learning during the MCO. Most of the online resources such as MMLS, CaMSys, G SUITE, Online Portal, Email, Service Desk System, Student Mobile Apps and SSC Online Form can be accessed from anywhere via the internet.



### SERVICES AVAILABILITY

ITSD will proactively monitor all IT applications to maintain the server's performance and accessibility during this challenging time.



### MMU NETWORK

Virtual Private Network(VPN) allows staff and students to connect to University Local Network (Intranet) from an outside campus. Please follow the instruction set in here:  
<http://itsd.mmu.edu.my/services/#vpn>



### ITSD SUPPORT

During the MCO, we are not able to give face to face support but Staff and Student can lodge any issue they encounter into Service Desk System or email to [itsdsupport@mmu.edu.my](mailto:itsdsupport@mmu.edu.my). The team is also reachable by phone at 03-8312 5777 (Cyberjaya) and 06-252 4777 (Melaka)

ITSD Support operation hours is available from Monday - Friday, 9.00 A.M. to 5.00 P.M. (except Public Holiday)



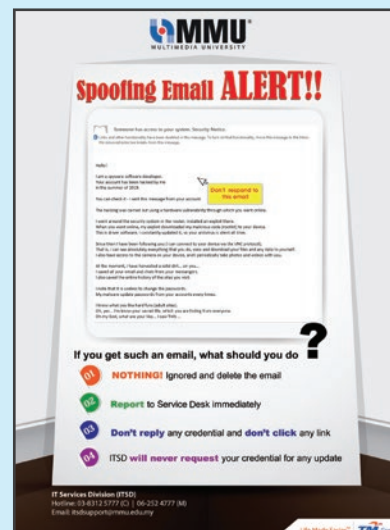
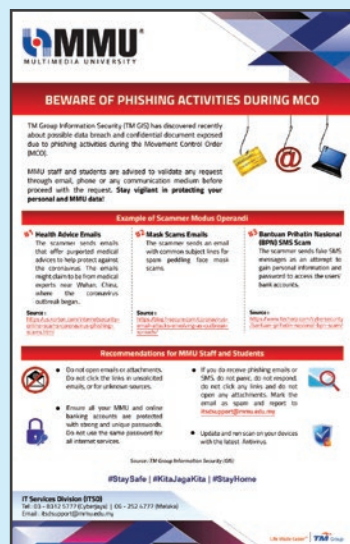
### IT SECURITY AWARENESS

ITSD will frequently provide IT Security awareness communication and update to MMU staff and students from time to time to prevent any potential security risks ie: threat, malware attack or hackers.

## Awareness on Cybersecurity during MCO

- During the MCO, system reliability and stability is crucial to ensure that the teaching and learning process run smoothly. MMU and TM One are proactively monitoring our applications to maintain the performance and accessibility to the system.
- ITSD also provides continuous awareness on IT and Cybersecurity to MMU community so that they can take the right action to prevent vulnerability and threat.
- A series of cybersecurity awareness and threats are actively being implemented to alert users to stay safe virtually;

1. How to Use Google Meet to Lecturers
2. Guideline to Divert Office Number to Mobile Phone
3. Awareness on Spoofing Email
4. Security Advisory: Use of Zoom for Online Meeting
5. Malicious Android Application through Fraudulent Web
6. Phishing Activities during MCO







- Safety and health at the workplace has always been an important factor at MMU. However, the emphasis of the unit has been upgraded multi-fold since the spread of COVID-19 and the announcement of the MCO. With close proximity and cleanliness both presenting heightened risks, this unit has become an essential part of MMU's operations.

### Put Safety First

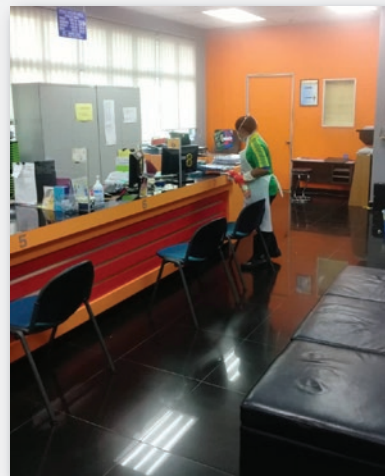
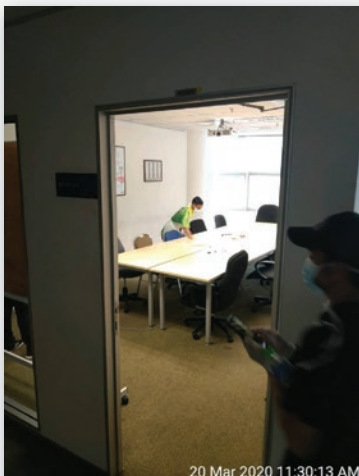
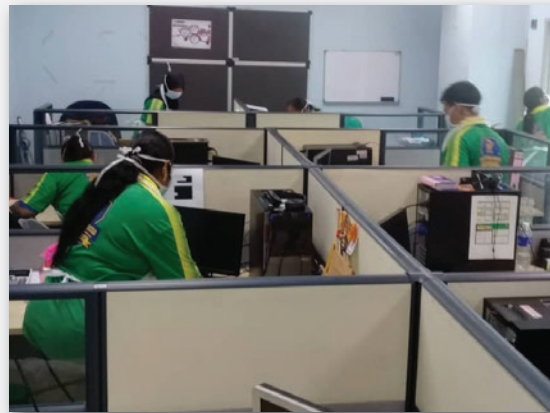
- A comprehensive safety and health guidelines are essential to MMU community and its assets. Thus, Security Department has undertaken major precautionary measures to ensure MMU is well prepared to face the pandemic on MMU grounds.
- The following preventive measures are currently being implemented since the MCO announcement;
  1. Single entrance to all MMU campuses- Cyberjaya (Entrance B) and Melaka (Main Entrance)
  2. Entry to MMU campuses are ONLY granted to Staff who are under essential services or with Dean / HOD approval.
  3. Body temperature scanning at entrances.
  4. Working together with Polis Diraja Malaysia (PDRM) on campus patrolling schedule.
  5. As for Post MCO, Security Department will continue to implement preventives measure and following instruction and advice from Ministry of Health (MOH) and National Security Council (MKN) to break the chain of the pandemic.





## Facilities Sanitisation

- For public health and safety measure, Occupational Safety, Health and Environment (OSHE) and Facilities Management Department (FMD) are working together to protect the MMU community. One of the responsible actions taken in keeping a safe and comfortable environment in MMU was surface sanitisation at its premise such as Student Centre (STC), Chancellery, offices, Dewan Tun Canselor, ATM machines, cafeteria and library. FMD has carried out the process of sanitising since 17 March 2020.
- This cleaning process will be executed from time to time. This action will be an additional exercise from the normal daily cleaning and maintaining processes. Another round of sanitisation will take place before the MCO ends.

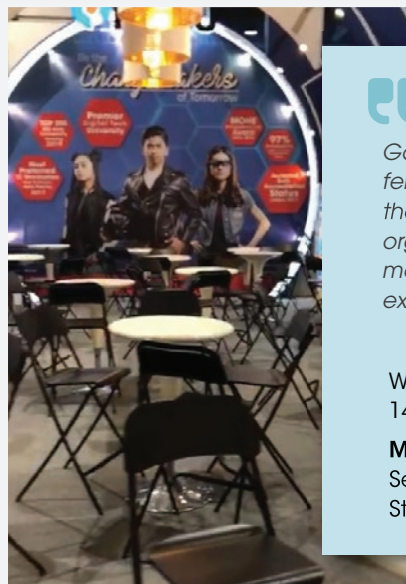






## Cancelling the Participation in Education Fair

- A few days before the MCO was announced, MMU had taken a serious decision by withdrawing its participation in Education Further Studies Fair, from 14 to 15 March 2020. Regardless the investment that was made, MMU continued to put safety of staff and students as a top priority.
- While the participation is essential to give explanation to potential students as April Intake was very near during that time, the decision to pull out from the Education fair received many praises from the industry partners and visitors.
- Since the MCO took place on 18 March 2020, Marketing and Communication Division has moved all its marketing activities via virtual mode. The virtual counselling was introduced in the webpage while the Open Day and Info Day were conducted via online. As of now, the Virtual Counselling is available to all prospective students.



“

Got this image from an ex-colleague and felt proud in MMU for putting the safety of the staff first. Many exhibitors felt the organiser has inadequate means to manage the safety of the public and exhibitors

”

Whatsapp Message sent to MARCOM on 14 Mac 2020 by

**Mr Ming Hsiang Lim**  
Senior Manager - Marketing and Student Recruitment of ICAEW



## 6 HUMAN CAPITAL MANAGEMENT



- To effectively render the university's services in its entirety, a whole host of staff in various capacities are needed. To oversee that all the university's staff are taken care of, the Human Capital Management (HCM) has taken care that no one is overlooked, especially in light of the pandemic.

### Special Working Arrangement

Based on the government's directive, HCM has issued the following instructions to be adhered by the staff:

- To Stay At Home and Work From Home (WFM), which involves all MMU staff except for staff who are categorised under essential jobs
- To Check-in via FLOW on a daily basis
- To apply for Flexible Working Arrangement (FWA) in GEMS to ensure they are covered during MCO period

### Preparing The Academics and The Administrative Staff

There are two (2) online trainings conducted:

#### 1. Online Teaching

This programme had been conducted from the 20 to 26 March 2020 which comprise of 26 sessions and involved all faculties members. Each session took 4 hours to complete with two trainers.

This action was taken in support of online teaching and online classes during the MCO. Method of communication for this initiative was via Google Meet. As of 26 March 2020, 80% (623 academicians), participated in this training and it was recorded for their training hours.

#### 2. e-Learning

Various of e-Learning modules had been introduced to all staff including:

- AMANAH Series
- Snippets on Update of Policies e.g. Snippet on Corporate Liability Provision Section 17A MACC Act 2009
- Individual Development Plan (for Executive only)
- Flexible Working Arrangement (FWA) Step by Step Guide
- FLOW Check-in Step by Step Guide

This training aimed to ensure a smooth transition on new normal working environment via online services & App.

## 6 HUMAN CAPITAL MANAGEMENT



### Special Unifi Data Package

In helping the staff to have easy access learning system and as well connectivity to campus environment, TM Unifi has extended the Unifi Mobile #Bebas Pre-paid SIM Card Starter Pack with Pre-loaded Unlimited High Speed Data worth of **RM200.00** to MMU staff. However, the staff will only need to pay **RM60** to enjoy its unlimited tethering for 65 days upon SIM card activation. The promo had been disseminated to all staff through an email blast on 12 April 2020.

### Special Allowance for Frontliners

A special allowance will be provided to eligible employee starting from 18 March 2020. The eligible staff are those who has been identified to perform the required services deemed as essential. Claims of the allowance can be made via e-Claim system.

## ➤ POST MCO

### Staff Movement Plan

Staff Movement Plan has been developed and will be implemented after as follows:

- To guide Head of Department (HOD) and staff through Electronic Direct Mailer (EDM) and briefing sessions
- To ensure smooth transition at work place by staff adhering to safety and health guidelines
- To monitor self distancing measures
- To inculcate and adopt new normal parameters





- The creation of new knowledge via R&D is what differentiates a university from a school. Generations of scholars have leveraged their close proximity to each other to brainstorm new ideas and test their hypotheses, pushing the envelope of knowledge to where it stands today. However, the threat of COVID-19 calls for us to find new ways of collaborating, sharing ideas, and solving problems, even after the MCO has been lifted.

## Activities on Research Related to COVID-19 PPE

### Personal Protective Equipment (PPE) Preparation & Distribution:

#### Leader: Mr Mazlan Mahathir

- 16th Feb : 3D community setting a group initiated face shield crowd source.
- 18th March : 1st batch delivery (25 pcs Face shield frame) – To Gomez Clinic Cyberjaya, for Putrajaya hospital
- 30th March : 2nd batch (25 pcs Face shield frame & PVC) to Klinik Kesihatan Dengkil
- 14th April : 3rd batch (by runners and by courier) 270 full set unit to Hospital Kuala Lumpur (HKL) (100 units), Klinik Kesihatan Seri Kembangan (100 units), Hospital Seremban (50 units by courier), Kedah Medical Center (KMC) 20 units of full set by courier

**Current Status :** Targeting 500 pieces after Eid Mubarak

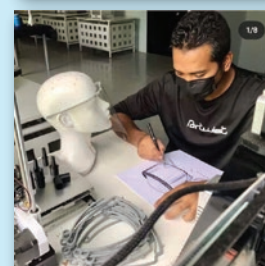
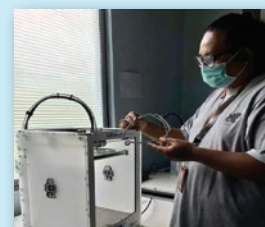


### Personal Protective Equipment (PPE) Preparation & Distribution:

#### Leader: Mr Muhammad Asyraf Mhd Pauzi

- 28th March : VP R&I created Whatsapp group to discuss on the initiatives in facing Covid-19.
- 30 March : Project briefing
- 1st April : Finalised file and started test printing
- 2nd April : STL file configuration and 3D printer Configuration/ usability test/ fitment
- 5th April : 3D printing until today
- 10th April : 1st Batch delivery of 104 pieces full set of face shields to Pejabat Kesihatan Putrajaya Precinct 11
- 14th April : 2nd Batch delivery of 80 pcs full set of Face shield for Klinik Kesihatan Seri Kembangan

**Current Status:** Continue printing and waiting for new request  
Filament supplied by NGO (TeaMa for COVID19)



### Personal Protective Equipment (PPE) Preparation & Distribution:

#### Leader: Faculty of Management

- A total of 2617 units face shield DIY distributed to Hospital Kajang, PKD Hulu Langat, Hospital Putrajaya, KK Kajang.
- Providing PPE set consists of isolation gowns (398 units), , show covers (375 units), tudung (383 units) from 1 April until 9 April 2020.





## Activities Related to Preparing for COVID-19 Proposals

### LEGAL

- Enhancing The Legal Framework To Manage Public Health Emergencies
- COVID-19 Imprisonment and Solutions: The "Perfect Storm" for Domestic Violence During the Movement Control Order in Malaysia
- The Malaysian Courts and the COVID-19 Challenge
- Pembentukan Kerangka Undang-undang COVID-19 Bagi Melindungi Perusahaan Industri Kecil dan Sederhana (IKS) Berdasarkan Perundangan di Malaysia
- Cybersecurity- Social Well-being Impact on the Older Persons amid COVID-19: A Socio-Legal Study"
- Strengthening the Legal Framework to deal with Public Health Crisis.

### BIG DATA ANALYTICS

- Location analytics in COVID-19 magnitude and direction prediction
- Community Outbreak Preparedness and Engagement (COPE)
- Time-series Forecasting for Novel Coronavirus COVID-19 in Malaysia

### WORK FROM HOME

- A study on burnouts among women working from home
- Flexible Work Arrangement Assessment In SMEs Post COVID-19

### HEALTH

- Developing A Framework of Patients' Screening Intentions for COVID-19.
- Caring for Caregivers of the Elderly and Mental Illness Patients During COVID-19
- Modelling AIDAS in health care among society

### EDUCATION

- Facing the COVID-19 pandemic: A study of readiness among Malaysian educators on digital learning platform.
- Distributed nodes advertising campaign on COVID-19 precautionary measures awareness
- Virtual Classroom Effectiveness

### ARTIFICIAL INTELLIGENCE

- Add-in platform of contactless button for lift buttons
- Design and Prototyping of a low-cost Mechanical Ventilator
- Heuristic Evaluation on Malaysia's Surveillance Systems for Risk Assessment and Response
- Remote Monitoring and Tracking System for Asymptomatic COVID-19 patients.

### SOCIAL SCIENCE

- Knowledge, attitudes, and awareness towards COVID-19 during the COVID-19 outbreak: A perspective from Malaysians
- Cushioning the B40 Society
- The sociological, psychological and other associated impacts of COVID-19 pandemic during MCO period towards Malaysian: A case study in Peninsular Malaysia
- Resilience, coping and acceptance level with Movement Control Order (MCO) during pandemic COVID-19 among the public

### NEW NORMAL

- The Impact of COVID-19 Disease on Travel Intentions: A Model of Goal-Directed Behavior



## Projects Related to COVID-19

### Design and Prototyping of a low-cost Mechanical Ventilator

- Team led by Dr Lim Thong Leng from Faculty of Engineering Technology, MMU Melaka started work on designing a prototype low-cost Mechanical Ventilator to address the need of COVID-19 patients with acute symptoms. Proposal submitted to MOSTI with initial fund provided by Yayasan Universiti Multimedia (YUM).
- 27/3/2020 - Started the project
- 31/3/2020 - Proposal completed and project kick-started
- 10/4/2020 Testing on developed mechanical structure for compress ambu-bag

### Modelling of dynamics of viral spread based on complex network using fractional calculus and graph theory (proposal).

- Mid Feb 2020 - Initiate collaboration with Prof. Dr. Zamberi Sekawi (Clinical microbiologist/Pathologist, UPM) and Dr. Satya N.V. Arjunan (Postdoctoral Fellow, Molecular Science, University of New South Wales).
- End of Feb 2020 - Submission of FRGS proposal to RMC, MMU.
- Early Mar 2020 till present - Tracking Covid19 data in Malaysia and perform some simple time series analysis on the data.
- Mid Apr 2020 - Prepare new proposal for grant related to COVID-19. The focus will be viral spread modelling based on compartmental method such as SIR with different intervention measures.

### Video series (under FRGS grant) related to digital talent and work from home (during MCO due to COVID-19)

There will be 4 series of videos (2 video will relate to COVID-19). The project started on 7 April 2020.





## Training Activities & Collaborations

### Research Methodology Training

Date: 8th April 2020 (Wednesday)  
Trainer: Assoc. Prof. Dr. Koo Ah Choo  
Virtual Training via Google Meet  
● 107 participants attended the training

### Writing Paper - Social Science

Date: 8th April 2020 (Wednesday)  
Trainer: Dr. Solarin Sakiru Adebola  
Virtual Training via Google Meet  
● 134 participants attended the training

### Avoiding Common Pitfalls in Research

Date: 9th April 2020 (Thursday)  
Trainer: Prof. Dr. Saravanan A/L Muthaiyah  
Virtual Training via Google Meet  
● 140 participants attended the training

### Paper Writing Series for Science and Technology (Introduction + Literature Review)

Date: 10th April 2020 (Friday)  
Trainer: Assoc. Prof. Ts. Dr. Haw Su Cheng  
Virtual Training via Google Meet  
● 79 participants attended the training

### IsDB Transform Fund 2020

Date: 17th April 2020 (Friday)  
Trainer: Assoc. Prof. Dr. Mohammad Faizal bin Ahmad Fauzi  
Virtual Training via Google Meet  
● 48 participants attended the training

### Action Research Essentials

Date: 22nd April 2020 (Wednesday)  
Trainer: Prof. Dr. Murali A/L Raman & Ts. Dr. Magiswary A/P Dorasamy  
Virtual Training via Google Meet  
● 87 participants attended the training

### IP Clinic: Talk to Us About Your Idea Today (Face-to-Face)

Date: 16th April 2020  
MMU Researchers and Students, along with external expert, Mr Irfan Awang, CEO of Patentsworth International Sdn Bhd & representative from CIC.

### IP Webinar (Live): "From Academic Research to a Trillion Dollar Company: Lessons From Google Intellectual Property Case Study"

Date: 21st April 2020  
MMU Researchers, Staff from the Collaboration & Innovation Centre & MMU IP Agent, Pintas Consulting Group Sdn Bhd.

### Webinar for Older Persons @ Pusat Aktiviti Warga Emas (PAWE) Putrajaya on Cybersecurity Awareness amid Cov-19 : PAWE Aware, Beware and Care

2nd, 15th and 23rd April 2020 | Socio Legal Research  
Dr Olivia & Dr Shereen (CIC)

- Decision and action were taken due to the lack of awareness of cybersecurity amid COVID19 -WFH and preventing the older persons from being preyed by the scammers or fraudsters.
- Implemented through virtual lessons and mini assignments
- Presentation on Apps, websites, and services used as a response to COVID-19 - Privacy Security
- Sharing on Check Scammers (CCID)
- **Challenges:** Ensuring all the older persons attend and take part and getting use to webinar

### R&I Virtual Open Day

Date: 16th April 2020  
Virtual roadshow and clinics for CIC, EDC, RMC and MMU Press

### Meeting with United Nations Technology Innovation Labs (UNTIL) on collaboration with MMU

Date: 15th April 2020

### Discussion on Digital SeaNexus - MMU Collaboration

Date: 13th April 2020





- The advent of COVID-19 brings with it more than a paradigm shift. At the very least, at the institutional level, new structures would be necessary, as new social arrangements are introduced or revised. Even if the changes are not immediate, the post-MCO period would definitely be see a lot of development.

## Further Business Sustainability

Two main key developments are currently taken place as prior to MCO period namely:

### 1. Hostel Refurbishing Project

- ▶ Site possession by contractor was obtained on 10 March 2020, 8 days before the announcement of MCO. All constructions work are currently on hold with minimal progress to date.
- ▶ Sample of plans and drawing has been submitted for feedback and approval.
- ▶ Refurbishment work will resume once MCO is lifted to catch up on the lost progress timeline.

### 2. Incubator Refurbishing Project (Malaysia Digital Economy Corporation-MDeC)

- ▶ Completion of both Civil and Structure works.
- ▶ Fire alarm system and Generator Set had been fully installed and tested for reliability and functionality test.
- ▶ Completion of TNB meter pending power supply connection to the building for MDeC and MMU to perform electrical system testing tentatively by April 2020.
- ▶ The hand over is scheduled in May 2020 before the tenancy to TM Academic Training Centre commences.





- While the university continues to provide its current services to students, the university's Business School, as well as its commercialization arm, is looked to for guidance, not only to make sense of the chaotic situation, but to also find leads and opportunities that could help the university prosper, and in turn, benefit its surrounding communities.

## Business School Initiatives

### MMU Business School

#### INITIATIVES

- MMU Business school has conducted its Digital Marketing module to 25 TM One staff via Webinar in support towards MMU business continuity effort. The module was earlier to be scheduled via Face-to-face before pre-MCO period.
- Business School is also scheduled to conduct its hot selling training module Design Thinking post MCO to other corporate client via MMU Google Meet Classroom infra to expand the training interface capability and flexibility.
- The variation of online infrastructure is required as to cater to the need and requirement from all clients and their IT readiness toward approaching online training platform.
- Apart from ensuring training capability and flexibility, Business School is extensively approaching JPA officers on the continuity on the Phase 2 of the MMU - JPA training collaborations.



## MMU Cnergy's Action Plan

#### ACTION PLAN

- MMU Cnergy is planning at Driving Digital Learning Products and Digital Contents Services to Market after markets indicates this limitation will be prolonged even after MCO for an unknown period.
- However, this situation is a great opportunity to Cnergy since there are projected demands on this product due to social distancing policy and have started to work on Digital Learning since the 2nd week of MCO. To date, MMU Cnergy has received 8 confirmed orders which the 1st Digital Learning class started on 20 April 2020. Among the confirmed classes are :
  - Data Analytics and Business Intelligence
  - Transformational Technologies in Finance
  - Blockchain Technology & Its Impact on Accounting
  - Reinventing Finance with Big Data
  - Transformational Technologies in Finance (2nd session)
  - Blockchain Technology & Its Impact on Accounting (2nd session)
  - Reinventing Finance with Big Data (2nd session)
  - E-Learning on Ethics And Integrity Video
- MMU Cnergy is putting extra effort to secure continuous revenue for business despite the MCO situation.
- Thus far, MMU Cnergy has already secured a job in developing Interactive Digital Content.





## Community Outreach

- As the MCO took place, some people have lost their jobs and income. Hence, STAD has stepped up to help those in need. In collaboration with NGOs, University Community Transformation Centre (UCTC) led the plan in organising, raising funds and distributing to those in need around Melaka, Selangor, Kuala Lumpur, Johor.
- The programme was also supported by Food Bank Malaysia, Kembara Kitchen, ASNAF Society Melaka, CARE Clinic, CREATE, Pertubuhan Intergerasi Nasional Johor dan Melaka, BAKPIS, Ketua Cawangan Bakar Batu, Pengerusi Japerun Kesidang, AGIBS Group Sdn Bhd.
- In an effort to show support to the authority and frontliners, MMU through its Faculty of Creative Multimedia (FCM) helped to produce face shield, while STAD provided care pack to police and army.



## MMU Prihatin Initiatives

- Sahabat Sukarelawan Melaka Campus in collaboration with MMU MESRA Club raised a sum of RM10, 211.26 up until 14th April 2020 for Prihatin COVID-19 fund.
- The fund was utilised to assist the needy and frontliners on duty during this pandemic. The initiative is led by the Melaka Campus Director while Pn. Norhaslinda Nasir coordinated the efforts of 40 staff volunteers who were working from home.







## Fundraising Campaign and Initiatives by Yayasan Universiti Multimedia (YUM)

### COVID-19 Relief Fund

- In light of the COVID-19 pandemic, and pursuant to the Movement Control Order (MCO), Yayasan Universiti Multimedia (YUM) considers itself compelled to launch the COVID-19 Relief Fund to enable Malaysians with surplus finance to show their support and solidarity with those less fortunate.
- A collaboration with IX Telecom to promote this Relief Fund was set up to help MMU students and staff affected by the MCO as well as to assist and support front-liners and other key figures in battling COVID-19.

### Donation Campaign

- YUM also launched "Donate 1% of Your Bonus" which aimed to help those in needs during the MCO. Collaborated with HCM, the information regarding the donation drive was disseminated to MMU staff on 1 April 2020.

### YUM and LZS Food Supply

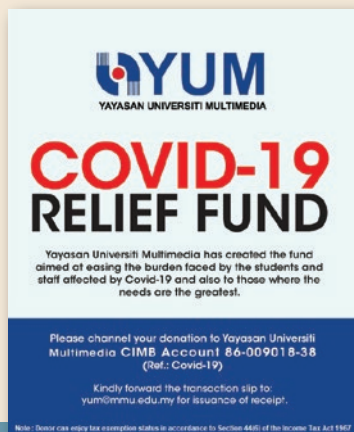
- YUM and Lembaga Zakat Selangor (LZS) supplied food items to 192 recipients including underprivileged students, staff and non Muslim community.

### Survey to B40 Students

- A survey was sent out to 674 students which emphasized on their well-being during this challenging time. Through the data collection, YUM will assist students in needs in terms of cash, mobile data package and food items. YUM will also provide financial assistance to the international students.

### Contribution of 1000 Face Shield

- YUM will contribute in providing a total of 1000 face shields to the frontliners and they will be distributed to Hospital Kuala Lumpur (HKL) and other hospitals.





While it would have been great to congratulate ourselves on the measures, initiatives, and undertakings described in these pages, in reality, years from now, we would be able to see clearly that these are but the beginnings of “a new normal”.

Considering that no one in our lifetime has ever faced a threat like COVID-19, we must swallow the bitter pill of truth and realize, no one is really the expert in handling such unprecedented situation. We can only do the best that we could, given the limits of our resources, knowledge, and scope of influence.

In other words, we must be prepared to accept that our responses here might not be perfect. Most importantly, we do not remain complacent, and we must respond to weakness with compassion and strength, instead of finding excuses or blaming one another.

The COVID-19 pandemic will be but another milestone in the annals of history. Whether we would just be another footnote in history, or treasured as heroes by future generations, is entirely up to us. Alone, we are weak. Together, we are strong, even with social distancing.

We will fight on. We will overcome.

