
POTGRADUATE STUDENTS FAQS

- I didn't pay for a master's degree to have virtual classes.

With the approval of the Royal Decree 463/2020 of March 14 declaring the state of alarm in Spain for the management of the health crisis situation caused by the COVID-19, we have been forced to suspend teaching activity in person and to carry out educational activities through distance teaching and "online" methods, whenever possible, as stated in Article 9 of the aforementioned Royal Decree.

- I want to postpone my program to the next academic year

In this case, you must contact the program's Academic Director so that they can start the necessary protocol for the change of program year.

- It has taken a long time to act and provide a solution. Other universities have taken action before

Face-to-face programs were not designed to be delivered online. The delay in implementing the online solution was to ensure that the platforms would safely support teaching in this mode.

- I would like to postpone payments of my master

Deferral of payments will be considered individually in the case of dismissal, ERTE (temporary redundancy) or similar

- I start the program in April and I don't have any start details, if it's postponed, or if it will go ahead

We follow the government's guidelines. To date, the state of alert extends to April 11. As soon as we know the new start date we will contact you by phone as well as by email

- I would like a support contact for access and incident reporting during online classes

The BlackBoard support website is as follows:

<https://www.blackboard.com/es-lac/support>

The ZOOM support website is the following:

<https://support.zoom.us/hc/es/articles/201362003>