



OPEN UNIVERSITY  
MALAYSIA



A Guide to Study  
@OUM

## **A Guide to Study@OUM**

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## OBJECTIVE

This booklet titled '**A Guide to Study@OUM**' serves as an information channel for new OUM learners. In this, you will find useful information to help you cope as a beginner at OUM. This guide help learners quickly access relevant information.

### 1. THINGS YOU SHOULD COMPLETE BY WEEK 1

Step 1	Register at your Learning Centre based on the date mentioned in letter of offer issued by OUM's Admission and Record Unit (Email : admission@oum.edu.my)
Step 2	Attend <b>Bengkel Kemahiran Belajar (Smart Learning)</b> at your Learning Centre at the end of the registration week. Exact date and time will be provided by your Learning Centre. Details of your Learning Centre are mentioned in Topic 3.
Step 3	Log on to OUM website <a href="http://www.oum.edu.my">www.oum.edu.my</a> <b>three (3)</b> days after your registration in order to activate your MyVLE and OUM email account. If learner have any inquiries please call 1-300-887-300 or email: admission@oum.edu.my
Step 4	Check your tutorial sessions via MyVLE at 'MyProfile' or 'MyCurrent Timetable' to view your time table, the location of your tutorial room (name of room, day & time).

## 2. USEFUL INFORMATION FOR YOU

You need to be acquainted with:

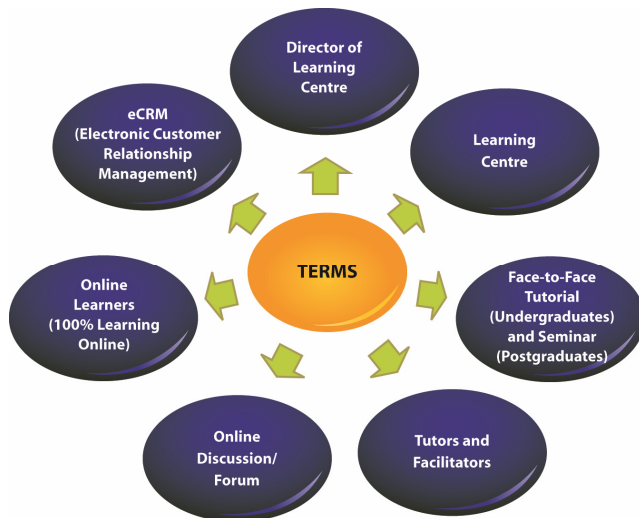
### Student Handbook (Undergraduates & Postgraduates)

- The academic rules and regulations
- Please find at MyVLE>OUM Doc

### Assessment Handbook

- All you need to know about assessment
- Please find at MyVLE>OUM Doc

## 3. GLOSSARY

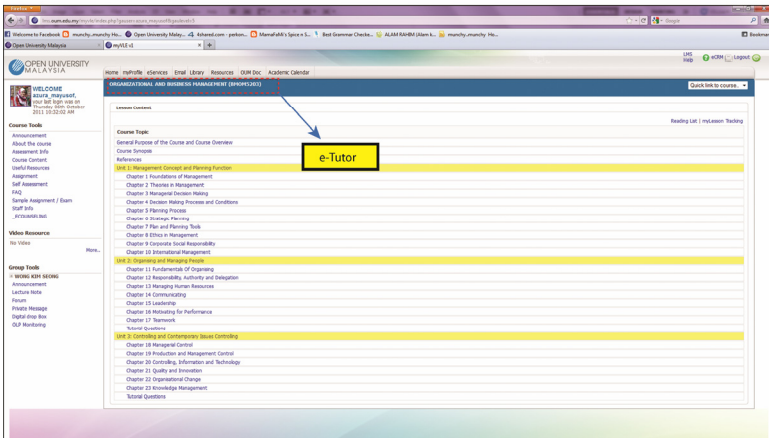


Term	Description
<b>Director of Learning Centre</b>	An officer appointed by the University to administer the University Learning Centre.
<b>Learning Centre</b>	<p>A premise where learners undergo face-to-face tutorial/seminar sessions with appointed tutors/facilitators.</p> <p>Learners can also pay their fees, collect modules, and settle administrative matters. This may even be the location for your examination.</p>
<b>Face-to-Face Tutorial (Undergraduate) &amp; Seminar (Postgraduate)</b>	<p>A face-to-face meeting session between learners and tutor/facilitator to discuss the topics contained in a study module during tutorial/seminar session.</p> <p>Tutorial/seminar is one method of transferring knowledge and may be used as a part of a learning process. More interactive and specific than a book or a lecture; a tutorial/seminar seeks to teach by example and supply the information to complete a certain task.</p>
<b>Tutors and Facilitators</b>	A member of the teaching workforce appointed by the University to conduct face-to-face meeting sessions and online learning with the learner. Face-to-Face tutors / facilitators are expected to provide quality learning support in face-to-face (F2F) sessions.

<p><b>i. Face-to-Face Tutor / Facilitator</b></p>	<p>Meeting sessions between learners and tutors/facilitators are held to discuss topics contained in a study module to ensure learners understand the content better. Face-to-face tutors/facilitators give effective explanations by providing various relevant and meaningful examples, by explaining contents and concepts in an interesting manner.</p>
<p><b>ii. e-Tutor</b></p>	<p>An e-Tutor includes any person undertaking a role to support and enable learners to learn online effectively through the online discussion forums using the MyVLE platform. The primary aim of an e-Tutor is to strengthen the learning that has taken place during the face-to-face sessions. They take the lead in these forums and can determine how far you have understood a lesson.</p> <p>e-Tutors need to be visible in their forums and to respond to questions and requests for help from learners within 48 hours. e-Tutors realise the importance of their commitment to be constantly available to provide support and immediate help as and when required by learners.</p>
<p><b>iii. Online Tutor/ Facilitator (100% teaching &amp; learning online)</b></p>	<p>An online tutor/facilitator refers to a person tutoring in an online virtual environment or networked environment where tutors and learners are separated by time and space.</p>
	<p>Online tutoring is conducted via forums using asynchronous communication</p>

	<p>medium, ie MyVLE, which involves the tutor posting a question and learners posting their responses. Learners have more time to reflect on a topic or question before posting a message. Learners are expected to use the MyVLE forum intelligently.</p>
<b>Online Discussion/Forum</b>	<p>Online discussion/forum site where learner can hold conversations in the form of posted messages among peers, e-Tutor / facilitator.</p>
<b>Online Learners (100% Learning Online)</b>	<p>A mode of learning involving the dissemination of learning material s through the electronic media such as the Internet and so on as well as the virtual discussion between learners and tutors.</p>
<b>eCRM (Electronic Customer Relationship Management)</b>	<p>Electronic Customer Relationship Management is unique system to manage your interaction with the university administrators, with the sole purpose to provide effective and efficient service to you.</p> <p>With eCRM, the University can now focus on serving you via a dedicated system that helps the university manage learners' enquiries, complaints, suggestions as well as compliments and provide feedback. You can easily access eCRM via MyVLE.</p>





## 4. KNOW YOUR LEARNING CENTRE

### (a) Can you locate your learning centre?

No	Learning Centre	Location	Initial Contact Director of Learning Centres	Telephone
1	Klang Valley	<b>Petaling Jaya</b> No. 2A, Lot No. 31 19/1, 46300 Petaling Jaya SELANGOR	Prof. Madya Dr. Faridah Bt. Hashim Email: <a href="mailto:faridah_hashim@oum.edu.my">faridah_hashim@oum.edu.my</a>  Mr Mohamad Yazed Bahaman E-mail: <a href="mailto:yazeed@oum.edu.my">yazeed@oum.edu.my</a>	03 - 79540 546
2		<b>Shah Alam</b> Lot G (7-06-01) Blok 7 Presint Alami Pusat Perniagaan Worldwide 2 Jalan Tinju, Seksyen 13 40100 Shah Alam SELANGOR	Ms Majumin Hanum Abdul Samad E-mail: <a href="mailto:majmin@oum.edu.my">majmin@oum.edu.my</a>  Mrs Nur Azlin Omar E-mail: <a href="mailto:alin@oum.edu.my">alin@oum.edu.my</a>	03 - 5511 0701

No	Learning Centre	Location	Initial Contact Director of Learning Centres	Telephone
3	Klang Valley	<b>Bangi</b> Jalan 7/7B, Seksyen 7 43650 Bandar Baru Bangi SELANGOR	Assoc. Prof. Zainal Abidin Hashim Email: <a href="mailto:zainalabidin_hashim@oum.edu.my">zainalabidin_hashim@oum.edu.my</a>	03 - 8922 2294
4	Kedah	<b>Sungai Petani</b> 80 - 86, Lengkok Cempaka 2 Bandar Aman Jaya 08000 Sungai Petani KEDAH	Mrs. Munaliz Hj Musa Email: <a href="mailto:munaliz@oum.edu.my">munaliz@oum.edu.my</a>  Mrs. Teh Lai Ling Email <a href="mailto:teh_lailing@oum.edu.my">teh_lailing@oum.edu.my</a>	04 - 441 8582
5	Pulau Pinang	<b>Seberang Jaya</b> No.1, Lebuh Tenggiri 2 Pusat Bandar Seberang Jaya 13700, PULAU PINANG	Assoc. Prof. Dr. Tan Toh Wah Email: <a href="mailto:tantohwah@oum.edu.my">tantohwah@oum.edu.my</a>	04 - 390 2006
6	Perak	<b>Ipoh</b> 71 Jalan Lim Bo Seng, 30300 Ipoh, PERAK  <b>Greenhill</b> No. 55 - 57, Persiaran Greenhill, 30450 Ipoh, PERAK	Dr. Richard Ng Email: <a href="mailto:richard_ng@oum.edu.my">richard_ng@oum.edu.my</a>	05 - 254 6006
7	Negeri Sembilan	<b>Seremban</b> No 86, Jalan Dato' Bandar Tunggal, 70000 Seremban, NEGERI SEMBILAN	Mrs. Mazuin Omar Email: <a href="mailto:mazuin_omar@oum.edu.my">mazuin_omar@oum.edu.my</a>	06 - 7611 003
8	Melaka	<b>Bandar Bukit Baru</b> No.2, 2-1, 2-2, Jalan KPAA 3, Kompleks Perniagaan Al-Azim, 75150 Bandar Bukit Baru, MELAKA	Mrs. Norhaiza Ishak Email : <a href="mailto:norhaiza_ishak@oum.edu.my">norhaiza_ishak@oum.edu.my</a>	06 - 2921 852

No	Learning Centre	Location	Initial Contact Director of Learning Centres	Telephone
9	Johor	<b>Setulang Laut</b> Jln Ibrahim Sultan, 80300 Johor Bahru, JOHOR	Mr. Abdul Rahim Mohamed Amin Email: <a href="mailto:rahim_amin@oum.edu.my">rahim_amin@oum.edu.my</a>	07 - 221 2006
10	Kelantan	<b>Kota Bharu</b> Jalan Sultan Yahya Petra 15200 Kota Bharu KELANTAN	YBhg Prof. Dato' Dr. Nik Najib Nik Abdul Rahman Email: <a href="mailto:najib@oum.edu.my">najib@oum.edu.my</a>	09 - 741 8606
11	Terengganu	<b>Kuala Terengganu</b> c/o UiTM Kuala Terengganu, Chendering 21080 Kuala Terengganu TERENGGANU	Mr. Mohd Kharudin Dato' Sheikh Zakaria Email: <a href="mailto:kharudin_zakaria@oum.edu.my">kharudin_zakaria@oum.edu.my</a>	09 - 6163 120
12	Pahang	<b>Kuantan</b> No. 58, Jalan Putra Square 2 25200 Kuantan PAHANG	Mr. Ahmad Izanee Awang Email: <a href="mailto:izanee@oum.edu.my">izanee@oum.edu.my</a>	09 - 5175 535
13	Sabah	<b>Kota Kinabalu</b> Block A, Lot 1-10, Lintas Jaya Uptownship, Jalan Lintas, Kepayan Highway, 88200 Kota Kinabalu, SABAH	Mr. Lamjin Atoh Email : <a href="mailto:lamjin@oum.edu.my">lamjin@oum.edu.my</a>	088 - 712 670
14	Sarawak	<b>Kuching</b> 9 1/2 Mile, Princess Garden Commercial Centre Jln Kuching Serian, 93250 Kuching, SARAWAK	Mr. Yon Rosli bin Daud Email: <a href="mailto:rosli_daud@oum.edu.my">rosli_daud@oum.edu.my</a>	082 - 450 602

## Learning Centre



(b) **Services at the Learning Centre**

**1**

Detail of tutorial schedule- Please check details of your tutorial sessions, time and day of tutorial

**2**

Face-to-Face Academic Advising - You can seek advice and counseling on time management, academic progress and learning from your Learning Centre Director, academicians and tutors/ facilitators.

**3**

Module collection

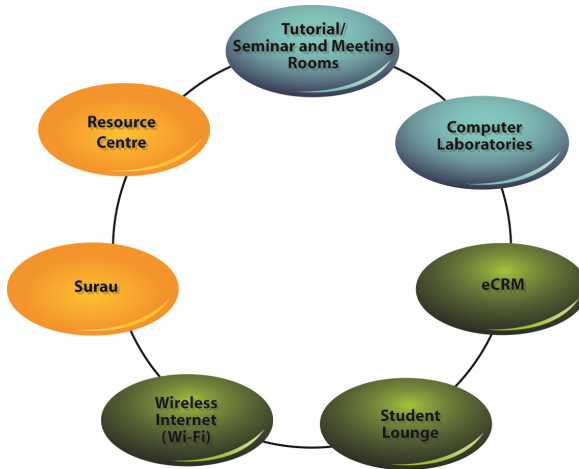
**4**

Payment of tuition fees, academic matters (add/drop courses, deferment, change programme, etc) Electronic Customer Relationship Management (eCRM) can be done here.

**5**

Examination centre - Your learning centre is usually one of the locations for your examination at the end of each semester.

(c) Facilities at the Learning Centre



5. MyVLE – OUM VIRTUAL LEARNING ENVIRONMENT

The screenshot shows the MyVLE interface with the following components highlighted:

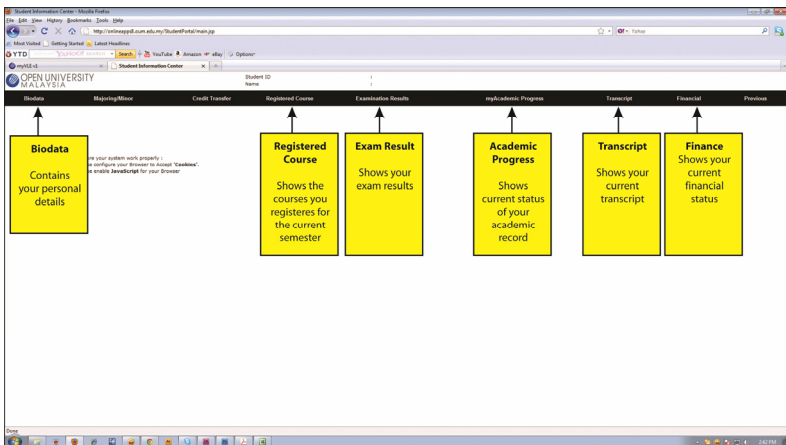
- myProfile**: Located at the top left of the navigation bar.
- e-Services**: Located at the top right of the navigation bar.
- Digital Library**: Located in the main content area, highlighted with a red dashed box.
- e-CRM**: Located in the main content area, highlighted with a red dashed box.
- myCourse & Quick Links**: Located in the main content area, highlighted with a red dashed box.
- Important Announcements**: Located in the main content area, highlighted with a red dashed box.

The interface also includes a navigation bar with links for Home, myProfile, eServices, Email, Library, Resources, OUM Doc, and Academic Calendar. A sidebar on the left contains Site Tools, Latest Announcements, and a Shout Box.

OUM's learning management system is called MyVLE. It is primarily a platform for virtual interactions. MyVLE supports and enhances the teaching and learning process. You can download learning resources and activities as well as monitor your learning progress through MyVLE.

It is an integrated portal which facilitates more than just learning. You and your peers can access the latest information and news related to OUM as well as resources and link identified by the University. We strongly encourage you to go into MyVLE. Follow the step-by-step guide provided on how to login for the first time by referring to CSM Announcement titled '**Bengkel Kemahiran Belajar**'. You can access this guide by visiting <http://lms.oum.edu.my/myvle>

(a) **What can I see in MyVLE?**



- (i) MyProfile – which contains all biodata such as Personal Details (you can amend your personal particulars and fill-up beneficiary details), Registered Courses, Exam Results, Academic Progress, Partial Transcript, and Financial Statement.

- (ii) eServices – which contains all the forms related to online registration for:
  - Record Unit (UKR Online) - course deferment, credit transfer, change of learning centre location, add/drop subjects, etc.
  - Exam Unit (Exam Online) – Rechecking of grade, deferment of final exam, changes of exam location, etc.
  - Other forms.
- (iii) MyCourse and Quick Links – which contains the courses you have registered for the semester and online discussion forum.
- (iv) Announcements & Information in MyVLE  
Latest Announcements by University, Registry, Exam Finance, CSM (Centre for Student Management), LC (Learning Centre) and MyFaculty.
- (v) OUM Doc – contains documents such as:
  - Student Handbook (undergraduate – Diploma and Degree).
  - Student Handbook (postgraduate – Master & PhD).
  - Learner Connexions
  - OUM Today
  - Study@OUM
  - Assessment Handbook
- (vi) Academic Calendar: For Undergraduate and Postgraduate - Yearly basis



(vii) Resources which contain:

**MRC- Mathematic Resource Centre**  
Learning and resource centre, to assist you in Mathematics  
<http://econtent.oum.edu.my/mrc/index.php>

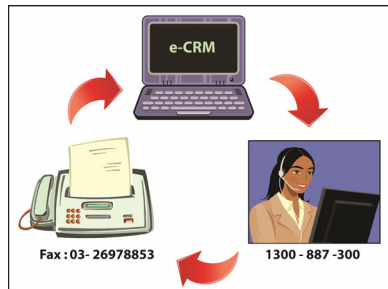
**e-Gate-Your electronic Gateway to english Resources**  
<http://content.oum.edu.my/mrc/index.php>

**MeteorLive-Online IT Resource Library**  
You can access a complete course such as Desktop Publishing, 2D animation, 3D animation etc.  
<http://meteorlive.cylonline.com/CoursesHome.aspx?userid>

**OER- Open Educational Resources**  
To share some of OUM's learning resources with the general public. More resources will be made available over time.  
<http://oer.oum.edu.my/>

(b) **Helpline**

Learner Service Centre (LSC)  
It is a one-stop centre to assist you with all administrative matters throughout your studies in OUM. Among the services provided are: handling enquiries and complaints as well as receiving suggestions.



Telephone : 1300-887-300  
Fax : 03-2697 8853  
eCRM : in MyVLE

## 6. FACE-TO-FACE TUTORIAL (UNDERGRADUATE) AND SEMINAR (POSTGRADUATE)

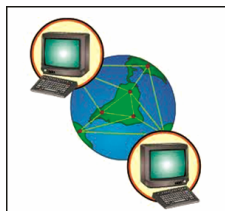
- (a) Face-to-face tutorials/seminars or face-to-face sessions are provided where learners and tutors meet regularly at a common venue (learning centre) and at scheduled times. Tutors/facilitators are responsible for ensuring that you understand the subject matter. Tutors provide effective explanations by providing various relevant and meaningful examples. They are encouraged to prepare supplementary resources and materials for you to ensure that the learning outcomes of the course are met.
- (b) It provides great opportunities for students to interact with tutors/facilitators and other learners and get a better understanding of the course content. It encourages you to actively participate in the tutorial/seminar sessions.
- (c) Networking - helps tutors/facilitators and learners to build effective academic relationships.



## 7. ONLINE DISCUSSION / FORUM

- (a) The online forums between learners are monitored by e-Tutors.
- (b) This online forums are open and accessible 24 hours, 7 days a week.
- (c) You can communicate and exchange ideas with your e-tutors and peers using this online forum.
- (d) When you enter the forum, you will see discussion folders that have been set up by your e-Tutors.
- (e) Make a habit of visiting the forum frequently and checking on postings from your e-Tutors and course mates.

- (f) You can post questions in the forum or post comments and/or share resources with your peers.
- (g) Each semester when you register for a course you will be assigned to a face-to-face tutor and an e-Tutor. This process is done automatically. The e-Tutors will facilitate the forum discussions and provide learning support to you via online.



## 8. ONLINE LEARNER (100% LEARNING THROUGH ONLINE)

Online learners pursue learning 100% via online. The Online Learning (OL) mode is introduced to cater to learners who are unable to attend the face-to-face interaction, due to job-related constraints or other lessons.

Online learners learn using the online discussion forums in MyVLE. Learning materials which have been uploaded as well as the virtual discussions between learners and tutors/facilitators enable learners to learn outside the 'classroom'.

Should you require to study through this mode, you need to apply through the online form at ***e-services>UKR Online>Online Learning (UKR16) for Undergraduate learner or e-services>CGS Online>Online Learner (CGS02) for Postgraduate learner.***

Here you are assigned to Online Tutors/Facilitators who will facilitate the tutorial/seminar sessions online. It is to be noted that online learners are required to sit for their examinations in person at authorised examination centres.



## 9. KNOW YOUR eCRM (ELECTRONIC CUSTOMER RELATIONSHIP MANAGEMENT)

eCRM is designed to :

- Capture the information provided by learner,
- Provide a ticket number for each case,
- Delegate the task to an authorized personnel in different units / departments,
- Keep track of each task and its status until the case is settled/closed, and
- Provide reports and statistics

This web-enabled eCRM offers learners the convenience of a one-stop centre supports OUM to initiate and develop a quality relationship between the university and its customers.

eCRM helps OUM to manage relationships in an organized way. The user-friendly myVLE that contains sufficient details about learners makes it easy for learners to access and forward their queries without much hassle and makes it simple for the university to match their needs with service. All in all, eCRM allows the development of personal relationships with learners, with the aim of improving customer satisfaction and providing them the highest level of service.

**e-CRM**  
CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

**OPEN UNIVERSITY  
MALAYSIA**

## PROBLEMS? ENQUIRIES? COMPLAINTS? OTHERS?

You can get the answer through e-CRM. It is simple and easy to access through your myVLE.

Please follow the step below:



Please ensure the information given in the entry form is **SHORT, SIMPLE and ACCURATE** for immediate response

[www.oum.edu.my](http://www.oum.edu.my)

## 10. KNOW YOUR DIGITAL LIBRARY

The Library is called Tan Sri Dr Abdullah Sanusi Digital Library or in short, TSDASDL. The role is to support teaching, learning and research requirements in OUM and to enhance literacy skills among the learning community. You may access the library portal via MyVLE and access the printed and electronic resources and use these to do your assignments and enhance your learning. Resources available in this library are in the form of printed and electronic books, electronic articles, printed and electronic theses and audio-visual materials.

### (a) **Collection**

- The printed and electronic resources in the library consist of all subjects offered in OUM.
- The Reading List consists of reference materials listed in your modules and linkable to the actual materials in the library.
- The OUM Theses List is the list of theses by OUM's graduate students.
- The OUM i-Repository provides academic publications by OUM staff.
- The link to e-learning Resources will provide resources in the field of open and distance learning such as e-learning, mobile learning, etc. available worldwide.
- Past Examination Papers are also available for you to prepare for final examinations.

(b) **Services**

- 1 Student may borrow, renew and reserve printed books from the TSDASDL Main Campus
- 2 If books or articles are not available in the collection, TSDASDL will obtain them from other institutions through Inter Library Loan Document Delivery services.
- 3 To enhance student's literacy skills, TSDASDL conduct Information Skills workshop by request from Learning Centres.
- 4 Books borrowed are fine RM0.50 a day per book if they are Not returned by the due date. So please observe the due date when you borrow a book.

(c) **Information and help**

To assist you with information searching and other matters concerning the Library, please click:



For easy access, you may also search our collection through your smart phones by logging in from MyVLE.

## 11. KNOW YOUR FACULTY & PROGRAMME COORDINATOR

No	Faculty	Programme	Programme Coordinator (PC)
1	Faculty of Applied Social Sciences (FASS)	Bachelor of Communication With Honours (BCOM)	Mrs. Norfardilawati Bte Musa Email: norfardilawati@oum.edu.my Tel: 03-2773 2450
		Bachelor of Islamic Studies (Islamic Management) With Honours (BIS)	Assoc. Prof. Dr. Mohd Yusuf Bin Ahmad Email: mohdyusuf@oum.edu.my Tel: 03 – 2773 2734
		Diploma of Islamic Studies (DIS)	En. Mohd. Jamaludin bin Muhammad Email: jamaludin@oum.edu.my Tel : 03- 5511 0701
		Bachelor of Psychology With Honours (BPSY)	Dr. Wong Huey Siew Email: wonghueysiew@oum.edu.my Tel: 03- 2773 2274
		Bachelor of Political Science with Honours(BPS)	Mr. Rozeman Bin Abu Hassan Email: rozeman@oum.edu.my Tel: 03-2773 2659
2	Faculty of Business & Management (FBM)	Diploma In Management (DIM)	Mrs. Norbaini Binti Abdul Halim Email: norbaini@oum.edu.my Tel: 03-8922 2294
		Diploma In Human Resource Management (DHRM)	
		Bachelor of Accounting With Honours (BAC)	Mr. Baldev Singh A/I Pertab Singh Email: baldev@oum.edu.my Tel: 03- 2773 2589



No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Business & Management (FBM)	Bachelor of Business Administration With Honours (BBA)	Assoc. Prof. Loo Sin Chun Email: loosinchun@oum.edu.my Tel: 03-2773 2571
		Bachelor of Management With Honours (BIM)	Mrs. Tuan Fatma Binti Tuan Sulaiman Email: tuanfatma@oum.edu.my Tel: 03-2773 2797
		Bachelor of Human Resource Management With Honours (BHRM)	Dr. Wardah Binti Mohamad Email: wardah_mohamad@oum.edu.my Tel: 03-2773 2411
		Bachelor of Economics with Honours (BEC)	Ms. Chiam Chooi Chea Email: chooi_chea@oum.edu.my Tel: 03-8922 2294
		Bachelor of Marketing with Honours (BM)	Mrs. Nor Asiah Binti Mahmood Email: asiah_mahmood@oum.edu.my Tel: 03-8922 2294
		Bachelor of Tourism Management with Honours (BTRM)	Mr. Mohamad Afzhan Khan Bin Mohamad Khalil Email: afzhankhan@oum.edu.my Tel: 03-7954 0546
		Bachelor of Hospitality Management with Honours (BHM)	
3	Faculty of Education and Languages (FEL)	Diploma In Early Childhood Education (DECE)	TBA

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Education and Languages (FEL)	Bachelor of Early Childhood Education with Honours (BECHE)	TBA
		Bachelor of Teaching (Pre-School Education) with Honours	Mrs. Cik Norazlina Binti Mohamad Email: norazlina_mohamad@oum.edu.my Tel: 03-2773 2563
		Bachelor of Education (Teaching of English As A Second Language) With Honours (BETESL)	Prof. Dr. Kuldip Kaur Email: kuldip@oum.edu.my Tel: 03-2773 2317
		Bachelor of English Studies With Honours (BES)	Dr. David Lim Email: david@oum.edu.my Tel: 03-2773 2723
		Postgraduate Diploma in Teaching	TBA
		Bachelor of Education (Educational Administration) With Honours (BEEA)	Assoc. Prof. Dr. Abdul Wahab Bin Abdul Ghani Email: abdul_wahab@oum.edu.my Tel: 03-2773 2344
		Bachelor of Teaching with Honours (Major: Bahasa Arab & Moral)	TBA
		Bachelor of Teaching with Honours (Major: Kemahiran Hidup)	Prof. Dr. Widad Binti Othman Email: widad@oum.edu.my Tel: 03-2773 2030

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Education and Languages (FEL)	Bachelor of Teaching with Honours (Major: Pendidikan Islam & Al-Quran)	Assoc. Prof. Hazidi Bin Abdul Hamid Email: hazidi@oum.edu.my Tel: 03-2773 2180
		Bachelor of Teaching with Honours (Major: English)	
		Bachelor of Teaching with Honours (Major: Kajian Sosial & Khas)	Mrs. Shawira Binti Abu Bakar Email: shawira@oum.edu.my Tel: 03- 2773 2079
		Bachelor of Teaching with Honours (Major: Science)	Prof. Dr. Abtar Kaur Email: abtar@oum.edu.my Tel: 03-2773 2153
		Bachelor of Teaching with Honours (Major: Bahasa Cina & Matematik)	Assoc. Prof. Dr Lim Tick Meng Email: limtm@oum.edu.my Tel: 03-2773 2041
		Bachelor of Teaching with Honours (Pedalaman) Bachelor of Teaching with Honours (Major: Bahasa Melayu)	Lt. Kol (b) Hamid Bin Awang Email: hamid_awang@oum.edu.my Tel: 03-2773 2394
		Bachelor of Teaching with Honours (Major : Pendidikan Muzik Dan Pendidikan Seni Visual)	

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Education and Languages (FEL)	Bachelor of Teaching with Honours (Pedalaman) Bachelor of Teaching with Honours (Major: Pendidikan Jasmani & Kesihatan)	Puan Rosinah Binti Mahmood Email : rosinah_mahmood@oum.edu.my Tel : 03-2773 2311
4	Faculty of Information Technology & Multimedia Communication (FITMC)	Diploma In Information Technology (DIT)	Mr. Rohaizak Bin Omar @ Abd Rahim Email: rohaizak@oum.edu.my Tel: 03-2773 2065
		Bachelor of Information Technology With Network Computing With Honours (BITN)	Ms. Nor Aisyah Binti Fadil Email: miesya@oum.edu.my Tel: 03-2773 2090
		Bachelor of Information Technology With Software Engineering With Honours (BITS)	Mr. Muhammad Dhiauddin Mohamed Suffian Email: dhiauddin@oum.edu.my Tel: 03-2773 2147
		Bachelor of Information Technology with Honours (BIT)	Mr. Nantha Kumar Subramaniam Email: nanthakumar@oum.edu.my Tel: 03-2773 2114
		Bachelor of Computer Science with Honours	
		Bachelor of Multimedia Technology with Honours (BMT)	Mr. Yuzery Bin Yusoff Email: yuzery@oum.edu.my Tel: 03-2773 2504

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Information Technology & Multimedia Communication (FITMC)	Bachelor of Information Technology And Management with Honours (BITM)	Mrs. Hazalina Binti Hashim Email: hazalina@oum.edu.my Tel: 03-2773 2798
		Bachelor of Information Technology with Accounting with Honours (BITA)	Mr. Rames A/I Mariapan Email: mrames@oum.edu.my Tel: 03-2773 2700
		Bachelor of Information Technology with E-Commerce with Honours (BITE)	Mrs. Christine Ling Email: christineling@oum.edu.my Tel: 03-2773 2037
5	School of Nursing and Allied Health Sciences (SONAHS)	Bachelor of Nursing Science With Honours (BNS)	Mrs. Saedah Binti Muda Email: saedah@oum.edu.my Tel: 03-7954 0494
		Advanced Diploma in Teaching Methodology (ADTM)	Mrs. Umairah Binti Samah Email: umairah_samah@oum.edu.my Tel: 03-7954 0494 ext. 203
		Diploma Pre Hospital Emergency Care (DPHEC)	Mr. Rames Prasath Mahatam Rai Email: rames_prasath@oum.edu.my Tel: 03-7954 0494 ext. 201
6	Faculty of Science & Technology	Bachelor of Manufacturing Management With Honours (BMMG)	Mr. Wei Wen Shyang Email: wswei@oum.edu.my Tel : 03-2773 2151

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Faculty of Science & Technology	Bachelor Of Sports Science With Honours (BSS)	Assoc. Prof. Dr. Jabar Johari Email: jabar_johari@oum.edu.my Tel : 03 - 2773 2717
		Bachelor of Technology Management With Honours (BTM)	Mr. P. Rajesh Kumar Email: rajesh@oum.edu.my Tel : 03-2773 2149
		Bachelor of Education (Mathematics) with Honours (BEMATH)	Assoc. Prof. Dr Maselan @ Mazlan Bin Ali Email: maselan_ali@oum.edu.my Tel : 03-2773 2105
		Bachelor of Occupational Health and Safety Management with Honours (BOHSM)	Mrs. Suhaila Binti Abdul Hamid Email: suhaila_abdulhamid@oum.edu.my Tel : 03 – 2773 2570
7	Centre for Graduates Studies	Master of Project Management (MPM)	Pn. Sharifah Rosfashida Syed Abd Latif Email : rosfashida@oum.edu.my Tel : 03- 2773 2116
		Master of Environmental Science Management (MESM)	Mr Danny Chng Loi Peng Email : danny@oum.edu.my Tel : 03- 2773 2152
		Master of Occupational Safety and Health Risk Management (MOSHRM)	Pn. Suhaila Abdul Hamid Email : suhaila_abdulhamid@oum.edu.my Tel : 03- 2773 2570

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Centre for Graduates Studies	Doctor of Education (EdD)	<b>TBA</b>
		Postgraduate Diploma in Teaching (PGDT)	Mrs. Teh Lai Ling Email: teh_lailing@oum.edu.my Tel: 03-2773 2561
		Master of Science (Engineering) MSc(E)	Assoc. Prof. Ir. Dr. Kanesan Muthusamy Email : kanesan@oum.edu.my Tel : 03- 2773 2109
		Doctor of Philosophy (Engineering) - PhD(E)	
		Master Of Education (MEd)- Option 1, 2 & 3	Assoc. Prof. Dr. Chung Han Tek Email: chunght88@oum.edu.my Tel: 03-2773 2796
		Doctor of Philosophy (Science) - PhD(Sc)	Dr. Thirumeni Subramaniam Email: thirumeni@oum.edu.my Tel : 03- 2773 2113
		Doctor of Philosophy (Education) - PhD (Edu)	Assoc. Prof. Dr. Nagarajah Lee Email : nagarajah@oum.edu.my Tel : 03- 2773 2162
		Master Of Instructional Design And Technology (MIDT)	Prof. Dr. Abtar Kaur Email: abtar@oum.edu.my Tel: 03 - 2773 2153
		Master of English Studies (MEST)	Dr. David CL Lim Emel : david@oum.edu.my Tel : 03-2773 2723

No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Centre for Graduates Studies	Master Of Information Technology (MIT)	Mrs. Jaspal Kaur A/P Naranjan Singh Naranjan Singh Email:jaspal_kaur@oum.edu.my Tel : 03 – 2773 2567
		Master of Software Engineering (MSE)	
		Master of Information Technology in Network Computing (MITN)	
		Master Of Business Administration (MBA)	Mr. Loo Sze Wei Email: loo_sw@oum.edu.my Tel: 03-27732101
		Master Of Management (MM)	
		Doctor of Business Administration (DBA)	Dr. Abdul Rahman Bin S Senathirajah Email: rahman_abdullah@oum.edu.my Tel: 03-2773 2147
		Doctor Of Philosophy (Business Administration) (PhD(BA))	Dr. Rosmah Mohamed Email: rosmah_mohamed@oum.edu.my Tel: 03-2773 2341
		Master of Science (Business Administration)*	
		Master of Nursing (MN)	Pn. Rajjah A. Rahim Email :rajjah@oum.edu.my Tel : 03- 7954 0494



No	Faculty	Programme	Programme Coordinator (PC)
Cont.	Centre for Graduates Studies	Doctor of Nursing (DN)	Assoc. Prof. Datin Dr. Aishah Ali Email : aishah_ali@oum.edu.my Tel : 03 – 7954 0494 ext 202
		Master of Islamic Studies (MIST)	Assoc. Prof. Dr. Mohd Yusuf Bin Ahmad Email:mohdyusuf@oum.edu.my Tel : 03 – 2773 2734
		Master of Counselling	Pn. Noor Hassline Mohamed Email :hassline@oum.edu.my Tel : 03- 2773 2480
		Master of Public Administration (MPA)	Mr. Abdul Kadir Othman Email: abdkadir_othman@oum.edu.my Tel: 03-2773 2460
		Master Of Human Resource Management (MHRM)	
		Doctor Of Philosophy (Information Technology) (PhD(IT))	Dr. Ariff Syah Juhari Email: ariffsyah@oum.edu.my Tel: 03 – 2773 2431
		Master of Multimedia Communication (MMC)	
		Master Of Information Science (Competitive Intelligence)(MIS (CI))	

## 12. WHAT YOU MUST DO...

### (a) Face-to-Face Tutorial

Before	During	After
<ul style="list-style-type: none"><li>▪ Check your timetable</li><li>▪ Read your module (s)</li><li>▪ Make own notes</li></ul>	<ul style="list-style-type: none"><li>▪ Active discussion with peers and tutor / facilitator</li></ul>	<ul style="list-style-type: none"><li>▪ Review your module</li><li>▪ Add to own notes</li><li>▪ Attempt past year examination paper</li></ul>

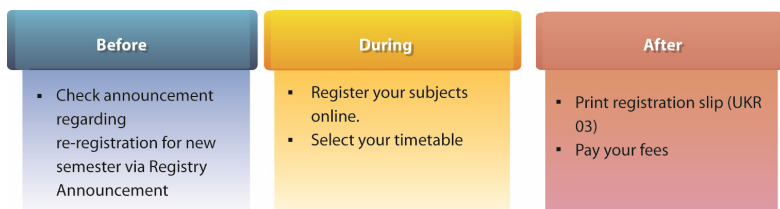
### (b) Online Discussion/Forum

Before	During	After
<ul style="list-style-type: none"><li>▪ Check your Internet connection</li><li>▪ Check your MyVLE &amp; e-Tutor</li></ul>	<ul style="list-style-type: none"><li>▪ Read postings in forum, post queries, comments or reponses</li></ul>	<ul style="list-style-type: none"><li>▪ Review your forum discussion</li></ul>

### (c) Examination

Before	During	After
<ul style="list-style-type: none"><li>▪ Check examination schedule</li><li>▪ Print your Examination Slip</li><li>▪ Arrive early at examination centre</li></ul>	<ul style="list-style-type: none"><li>▪ Be on time</li><li>▪ Bring your Examination Slip</li><li>▪ Come prepared with stationeries</li><li>▪ Skim entire exam quickly before answering. Attempt problems you can answer with little effort first. It will boost your confidence.</li></ul>	<ul style="list-style-type: none"><li>▪ Relax</li><li>▪ Deal with post-exam anxiety by doing something you enjoy</li><li>▪ Pray</li></ul>

(d) Re-registration



### 13. FAQ

(A) **ADMISSION & RECORD (Undergraduates)**

1. **How do I register for the next semester?**
  - Log on to Registry Announcement to view for new information;
  - Click at e-services>UKR Online>Registration Online
2. **How do I apply to change my programme of study?**
  - PJJ-KPM-OUM – Change of programme is not allowed.
  - Open market.
    - Complete UKR 08 Form via online at e-services>UKR Online>Change Programme (UKR 08)
3. **How do I apply to change my learning centre?**
  - Complete UKR 12 form via online at e-services>UKR Online>Change PPW (UKR 12)
4. **When can I ADD/DROP my subject?**

<b>Add &amp; Drop</b>	Allowable from duration date given from Registry Announcement
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5. **How do I apply to add or drop courses?**
  - Complete UKR 06 form via online at e-services>UKR Online>Add/Drop Courses (UKR 06)
  
6. **When can I withdraw my subject?**
  - Anytime throughout the semester but at least 3 weeks before the examination date.
  
7. **How to withdraw my subject?**
  - Complete UKR 07 form via online at e-services>UKR Online>Add/Drop Courses (UKR 07)
  
8. **When can I withdraw from my programme (Quitting my studies)?**
  - Anytime.
  
9. **How to withdraw (Quitting my studies) ?**
  - Complete UKR 11 form via online at e-services>UKR Online>Withdraw programme (Quit Studies) (UKR 11)
  
10. **What are the refund policies with regard to withdrawal?**
  - Refunds are subject to the following:
    - (a) Before/during first tutorial (T1)
      - Security deposit (100%)
      - Recurrence fee (50%)
      - Course fee (50%)
      - Examination fee (100%)
    - (b) After first tutorial (T1)
      - Security deposit (100%)
      - Examination fee (100%)
  - Security deposit is refunded only to learners who paid RM300.00 or RM500.00.

**11. When can I defer my studies?**

- Anytime throughout the semester but 3 weeks before the examination.

**12. How do I apply to defer my studies?**

- PJJ-KPM-OUM – Deferring is not allowed.
- Open market - Complete UKR 10 form via online at e-services>UKR Online>Deferment semester (UKR 10)

**13. What are the refund policies with regard to deferment?**

- Fees are refunded if the students have made full payment, subject to the following:
  - (a) Deferment before or during first tutorial (T1)
    - Fees will be carried forward to the following semester.
  - (b) Deferment between T1 to T2
    - The following will be carried forward :
      - Safety deposit (100%)
      - Recurrence fee (50%)
      - Course fee (50%)
      - Examination fee (100%)
  - (c) Deferment after T2
    - Fees paid will not be carried forward and learners are required to pay outstanding balance of the fees. Other fees will not be carried forward.

**14. When do I get my matric card?**

- From Tutorial 2 onwards.

(B) **ASSESSMENT & EXAMINATION**

1. **When and where are my examinations held?**

- Details are announced in the website (Exam Announcement) one month before the beginning of each examination session.
- Learners are advised to check announcement regularly for the latest updates on the location of the examination.

2. **Can I apply to change my Examination Centre?**

- Yes.
- Complete and submit UP-10 form to Assessment & Examination Department two weeks before the exam.

3. **Where do I get my Examination Slip?**

• **Undergraduates**

Via online. Click at e-services>Undergraduates Services & Support> Exam Online >Slip Kebenaran Menduduki Peperiksaan Akhir Semester (UP-09)

• **Postgraduates**

Via online. Click at e-services>Postgraduates (Services & Support)> Exam Online >Final Semester Examination Sitting Permission Slip(UP 09)

4. **When do I get to know my Examination Results?**

- Six weeks from the last day of the examination.

5. **How do I appeal for my grade?**

- Appeal must be made within 14 days after official announcement of the examination results on the announcement.
- Undergraduates :  
Complete and submit the Appeal Form (UP-03) via online at e-services>Undergraduates Services & Support> Exam

Online >Rayuan Semakan Semula Gred Peperiksaan Akhir (UP-03).

- **Postgraduates**  
Complete and submit the Recheck Examination (UP03) via online. Click at e-services>Postgraduates (Services & Support)> Exam Online > Recheck Examination (UP03).
- Enclose RM50.00 fee or provide documentary proof of payment.
- Payment to be made payable to UNITEM SDN BHD.

6. **Can I re-sit for my paper?**

- Yes.
- **Undergraduates**  
Via online. Click at e-services>Undergraduates Services & Support> Exam Online >Borang Permohonan Mengulang Peperiksaan (UP-11)
- **Postgraduates**  
Via online. Click at e-services>Postgraduates (Services & Support)> Exam Online >Registration for Repeat Examination (Borang UP 11)

7. **When can I re-sit for my paper?**

- In any semester when the subject is offered.
- Within a year from the first time you sit for the paper.

(C) **LEARNER SERVICE CENTRE**

1. **What is Learner Service Centre (LSC)?**

- One-stop centre to attend to learners' inquiries

2. **What are the services provided by LSC?**

- Information
- Academic counseling
- Confirmation letter for :
  - Confirmation letter for EPF withdrawal

- Student confirmation letter
- Tutorial confirmation letter
- Fee confirmation letter

3. **How to contact LSC?**

<b>LSC hotline</b>	1-300-887-300
<b>MyVLE</b>	eCRM
<b>Facsimile</b>	03-2697 8853

4. **What are LSC opening hours?**

<b>Monday - Friday</b>	8.30 a.m. – 7.00 p.m.
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5. **How can you help LSC to serve you better?**

- Identify yourself using your NRIC number.
- Provide a clear and concise description of your problem.
- Provide supporting documents or information as required.

(D) **FINANCE**

1. What are the methods of payment?

- Direct Payment  
Bank Islam Malaysia Berhad is made under the name UNITEM Account No: 14041-01-0053385 using OUM own pre-printed Deposit slip which can be obtained at the Bank Islam branches;
- Internet Banking
  - CIMB Clicks ( <http://www.cimbclicks.com.my/> ) for CIMB account holder - pay bills
  - Financial Payment Exchange (FPX) - [http://www.onlineapps8.oum.edu.my/StudentPortal/onpayment\\_new.jsp](http://www.onlineapps8.oum.edu.my/StudentPortal/onpayment_new.jsp)



- Bankislam.biz (<http://www.bankislam.biz/>) for BIMB account holder
  - ❖ **Any transaction via Cash Deposit Machine (CDM) and Fund Transfer are not acceptable.**
  - Credit Card - Mastercard or Visa (at OUM's Main Campus and all Regional Learning Centres)
  - E-Debit - Available at OUM KL and all Learning Centers
  - Cheque/ postal order/ money order - A penalty of RM50 will be imposed on any dishonoured cheques.
  - Cash at OUM Learning Centers.
  - Employee's Provident Fund (EPF)
    - Learners can withdraw their EPF contributions from Account II to pay their fees. The form for the application for withdrawal of contribution can be obtained from any EPF branch.
    - Learners will be required to obtain the Confirmation Letter from the Learner Service Centre (1-300-88-7300) to complete the application. However, take note that PJKPM-OUM learners are not allowed to withdraw their EPF contributions.
  - Other Educational Loans

Learners can obtain loan from any institutions which offer educational loans such as banks, state foundations, and educational funds and so on. Once the loan is secured, learners must forward a copy of the Agreement and the Letter of Award to the Accounts Department.
2. When must I settle outstanding tuition fees balance?
- Any outstanding tuition fees must be settled one week before the examination and the proof of payment such as Bank-in Slip must be sent to the nearest Learning Centre or fax to 03-2697 8815.

- In case you fail to settle the payment for the semester, your examination results for the semester will not be appeared in your MyVLE.
3. How much must I pay for re-registration?
    - Minimum payment every semester RM700.00, plus outstanding balance for last semester.
  4. Can I obtain a refund of the fees if I have outstanding balance?
    - Yes. Click at OUM Doc>Student Handbook to view refund policy.
  5. How to apply for PTPTN?
    - Fill up the PTPTN form and submit via online. You can access PTPTN form at OUM Website >Fees & Bursaries (before login username) or PTPTN website: [www.ptptn.gov.my](http://www.ptptn.gov.my)
  6. How long the processes will takes until the release of my PTPTN?
    - 3 - 6 months.
  7. Who should I contact regarding the status of my application?

Name	Phone	E-mail
En. Ismady Perdus	03-27732195	ismady_perdus@oum.edu.my
Puan Sawias Binti Awang	03-27732410	

## PUBLIC HOLIDAYS IN MALAYSIA 2012

Dates	Holiday	Applicable to
1 Jan (Sun)	New Year	All states except Johor, Kedah, Kelantan, Perlis & Trengganu
14 Jan (Sat)	Yang di-Pertuan Besar Negeri Sembilan's Birthday	Negeri Sembilan only
15 Jan (Sun)	Sultan of Kedah's Birthday	Kedah only
23 Jan (Mon)	Chinese New Year	Nationwide
24 Jan (Tue)	Chinese New Year (2nd Day)	All states except Kelantan and Trengganu
1 Feb (Wed)	Federal Territory Day	Federal Territory of Kuala Lumpur, Labuan & Putrajaya only
5 Feb (Sun)	Prophet Muhammad's Birthday (Maulidur Rasul)	Nationwide
7 Feb (Tue)	Thaipusam	Kuala Lumpur, Putrajaya, Johor, Negeri Sembilan, Perak, Penang & Selangor only
4 Mar (Sun)	Anniversary of Installation of Sultan of Trengganu	Trengganu only
30 Mar (Fri)	Sultan of Kelantan's Birthday	Kelantan only
6 Apr (Fri)	Good Friday	Sabah & Sarawak only
15 Apr (Sun)	Declaration of Malacca as a Historical City	Malacca only
19 Apr (Thu)	Sultan of Perak's Birthday	Perak only
1 May (Tue)	Labour Day	Nationwide
7 May (Mon)	Hari Hol Pahang	Pahang only

Dates	Holiday	Applicable to
17 May (Thu)	Wesak Day	Nationwide
17 May (Thu)	Raja Perlis' Birthday	Perlis only
30-31 May (Wed & Thu)	Harvest Festival Pesta Kaamatan Sabah	Sabah & Labuan only
1-2 June (Fri & Sat)	Sarawak Harvest Festival Hari Gawai Sarawak	Sarawak only
2 June (Sat)	Malaysian King's Birthday Harijadi Agong	Nationwide
17 June (Sun)	Israk & Mikraj	Kedah, Negeri Sembilan & Perlis only
7 Jul (Sat)	Georgetown Heritage Day	Penang - but not a 'paid holiday' for private sectors employees.
7 Jul (Sat)	Penang Governor's Birthday	Penang only
20 Jul (Fri)	Sultan of Trengganu's Birthday	Terengganu only
21 Jul (Sat)	Awal Ramadan Start of Muslim fasting month (bulan Puasa)	Johor, Kedah & Malacca only
6 Aug (Mon)	Nuzul Al-Quran	Kelantan, Pahang, Perak, Perlis, Penang, Selangor & Trengganu only
19-20 Aug (Sun & Mon)	Hari Raya Puasa *	Nationwide
31 Aug (Fri)	National Independence Day Merdeka	Nationwide
9 Sep (Sun)	Sarawak Governor's Birthday	Sarawak Only
16 Sep (Sun)	Malaysia Day & Sabah Governor's Birthday	Nationwide Sabah
14 Oct (Sat)	Malacca Governor's Birthday	Malacca only
24 Oct (Wed)	Sultan of Pahang's Birthday	Pahang only

Dates	Holiday	Applicable to
26 Oct (Fri)	Hari Raya Haji * Hari Raya Qurban	Nationwide
27 Oct (Sat)	Hari Raya Haji (2nd Day) * Hari Raya Qurban	Kedah, Kelantan, Perlis & Trengganu Only
11 Nov (Sun)	Deepavali	Nationwide, except for Sarawak
15 Nov (Thu)	Awal Muharram (Maal Hijrah)	Nationwide
22 Nov (Thu)	Sultan of Johor's Birthday	Johor only
11 Dec (Tue)	Sultan of Selangor's Birthday	Selangor only
25 Dec (Tue)	Christmas	Nationwide











# 2 0 1 2 Y E A R P L A N N E R

January	February	March	April	May	June	July	August	September	October	November	December
1. Sun	1. Wed	1. Thu	1. Sun	1. Tue	1. Fri	1. Sun	1. Wed	1. Sat	1. Mon	1. Thu	1. Sat
2. Mon	2. Thu	2. Fri	2. Mon	2. Wed	2. Sat	2. Mon	2. Thu	2. Sun	2. Tue	2. Fri	2. Sun
3. Tue	3. Fri	3. Sat	3. Tue	3. Thu	3. Sun	3. Tue	3. Fri	3. Mon	3. Wed	3. Sat	3. Mon
4. Wed	4. Sat	4. Sun	4. Wed	4. Fri	4. Mon	4. Wed	4. Sat	4. Tue	4. Thu	4. Sun	4. Tue
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January	February	March	April	May	June	July	August	September	October	November	December
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