

# Distance Learning Student Guide



## Distance Learning & Continuing Education (DLCE)

### Mount Saint Vincent University (MSVU)

E. Margaret Fulton Communications Centre, Room 106

[msvu.ca/distance](http://msvu.ca/distance)

902-457-6511 or  
1-800-665-3838 (Within Canada)  
[distance@msvu.ca](mailto:distance@msvu.ca)

2012-2013

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### **Office Hours**

Our office is normally open Monday – Friday,  
8:30 am to 4:30 pm Atlantic Time.

**Summer Hours: Monday – Friday,  
8:30 am - 4:00 pm June 1<sup>st</sup> through August 31<sup>st</sup>**

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## **WELCOME, DISTANCE LEARNERS!**

Welcome to Distance Learning and Continuing Education (DLCE) at Mount Saint Vincent University! During the next academic term, in cooperation with other departments in the University, we will ensure your learning journey runs smoothly.

This guide provides academic and contact information on MSVU and DLCE. Please read it before your course begins, and refer to it as needed. Please read the University's Academic Calendar, available in print and online at <http://www.msvu.ca/Calendar/undergraduate.asp> for academic regulations, financial information, and program information.

We encourage you to connect with the Mount community as much as possible. Regular contact with other learners, with faculty, and staff is an essential part of the learning experience.

Email is a central communication tool for distance learners and faculty. **Please ensure you check your MSVU email regularly as all communication will be sent to this account only.**

## **ADMISSION**

[admissions@msvu.ca](mailto:admissions@msvu.ca)

**(902) 457-6117**

**1-877-733-6788**

### **How Do I Apply?**

#### **UNDERGRADUATE ADMISSION**

Students who wish to take credit courses through DLCE must be current MSVU students. If you are not yet a student, please download an application at <http://www.msvu.ca/Admissions/index.asp>

#### **Visiting students** (i.e. Letter of Permission Status)

If you are presently enrolled at another institution and wish to take courses for credit at MSVU, please forward a copy of your authorized external credit/letter of permission form to the Registrar's Office from your home university.

<http://www.msvu.ca/en/home/studentervices/registrarsoffice/forms/visitingstudentinformation.aspx>

#### **Special Student Status**

If you have been accepted and have not decided which program you would like to study, you may take a few courses as a Special Student. DLCE offers a number of introductory courses that can be applied to many programs.

#### **Pre-requisite Courses**

Students are responsible for ensuring they have the required pre-requisites for courses. Please check the Academic Calendar or consult an Academic Advisor for assistance.

<http://www.msvu.ca/en/home/studentervices/academicadvisingsupport/default.aspx>

#### **GRADUATE ADMISSION**

For information on Applied Human Nutrition, Family Studies and Gerontology, and Public Relations (Communication Studies) graduate programs offered via distance, contact the departments directly. To check on your graduate Education admission status, contact the Faculty of Education at (902) 457-6178, or toll-free 1-877-433-2889.

## REGISTERING FOR DLCE COURSES

### How Do I Register for Courses?

Once you have been admitted, you will register for courses through myMount <http://www.msvu.ca/en/home/student-services/its-services/my-mount.aspx>. If you require a password, or if you encounter any difficulties registering, please email [helpdesk@msvu.ca](mailto:helpdesk@msvu.ca).

## COURSE MATERIAL & INFORMATION

### All course materials for distance courses are purchased from the DLCE Online Bookstore

Please visit: [www.dlcebookstore.ca](http://www.dlcebookstore.ca). If this is your first time accessing the Online Bookstore you will need to create a new account. The prompts will guide you. **If** we are to ship your course-related materials, use your Visa or MasterCard to order all (downloadable lectures, headsets, and textbooks). If you are picking up materials you have ordered from our online bookstore, you can pay when you come in to pick up your order.

### How to Access Moodle

Moodle will be your course management system while taking distance courses at the Mount.

If you cannot log in to Moodle with the username and password in the Moodle instructions at [www.msvu.ca/en/home/programs-departments/distance-learning/technical-help/default.aspx](http://www.msvu.ca/en/home/programs-departments/distance-learning/technical-help/default.aspx), please [Email Us](#), you will be linked to a submit-able form to provide us with the information we require to help address your issue.

## DELIVERY MODES

Distance courses are delivered via Moodle, Blackboard Collaborate, and internet video. **Moodle access opens to registered students a short time before the course begins.**

### Online Courses: Sections 18, 19, & 28

### International-only Sections: 15, 16

Courses are delivered online via Moodle and may include short video, audio and other components as well as real-time weekly scheduled seminars using Blackboard Collaborate.

**Downloadable Courses: Sections 20, 21 and 22**

Courses are recorded in the campus television studio and will be available as downloadable files in Moodle. Course outline/notes are accessed through your Moodle site.

The link to the term's **course listing schedule** is on the DLCE homepage; it lists the day(s), times, and format of how courses are delivered.

**Films:**

If your course includes films (movies), you borrow the films from reserve in the MSVU library, or your nearest local library through inter-library loans.

## **CLASS CANCELLATION PROCEDURES**

When on-campus classes are cancelled due to inclement weather or other emergencies, distance classes (Blackboard Collaborate classes and Moodle discussions) will continue as scheduled, provided the technology is functioning. In the event that a distance course cannot proceed (for example, due to a power failure), information on alternate arrangements will be posted on Moodle course sites as soon as possible.

## ASSIGNMENTS & TESTS

Assignments may be exchanged with instructors in the following ways:

- Moodle Assignment tool
- Email
- Fax
- Mail
- In person

Acceptable delivery methods vary depending upon the course and instructor. See your course outline for details.

Students living within a 100-km radius of MSVU **must** come to campus to write tests and exams. Students who are unable to write their exams at the scheduled time due to illness or work conflict must submit the appropriate documentation to Michelle Innes in the Distance Learning office, and notify their professor to obtain approval to write 'out-of-sequence'. 'Out-of-sequence' exams are written on **Monday** or **Thursday** mornings at 9:00 am in EMF 113. Arrangements for any final exam conflicts during the Fall or Winter terms must be made with Pernell Blake in the Registrar's Office:

[pernell.blake@msvu.ca](mailto:pernell.blake@msvu.ca)

## ON-CAMPUS OR PROCTORED FINAL EXAMINATIONS

All final exams in Fall and Winter terms, for students within a 100-km radius of the Mount, are scheduled by the Registrar's Office. The final exam schedule will be posted on the Registrar's homepage. **It is your responsibility to review this schedule and inform the Registrar's Office of any problems or exam conflicts immediately.**

### Writing at a Proctor Site

#### ***Who is eligible to write at a proctor site?***

Students who live 100 km away or more are entitled to write at a proctor site. All other students will write their examinations at Mount Saint Vincent University as scheduled.

Proctor sites within Canada: [MSVU approved Proctor Sites](#)

Approved sites are also available outside of Canada. Students studying outside of Canada, please email [distanceexams@msvu.ca](mailto:distanceexams@msvu.ca) for assistance. Note: Please plan for travel time to your proctor site.

#### ***What documentation must be submitted to obtain a proctor?***

Once you have contacted one of our approved proctor sites, complete the [online submittable form](#). Proctor information must be submitted within TWO WEEKS from the first day of your course.

**The University's examination policy will be strictly enforced.**

## **DROPPING DLCE COURSES / RETURNING UNUSED MATERIALS**

Materials are only refundable if unused. Textbooks which are sealed in plastic can be returned only if the seal is unbroken. To receive a refund, return your unused textbooks to DLCE immediately. **Textbooks will not be refunded after the first two weeks of class.**

For the tuition refund schedule, see [Money Matters](#). Your drop date will determine:

- The grade that appears on your transcript.
- The financial adjustment/refund you receive.

Please ensure you drop your course(s) online through WebAdvisor or in-person at DLCE or the Registrar's Office. Non-participation in the course **does not** constitute withdrawal.

**Note:** Students who do not complete the course but fail to withdraw will receive a final grade of 'F'.

## **FINANCIAL SERVICES**

### **Admission Fees**

Students who are applying to the Mount for the first time pay a non-refundable application fee. The fee is \$30.00 for undergraduate programs, and \$50.00 for graduate programs.

Tuition payments are made to Financial Services; you may mail payments to Financial Services, Mount Saint Vincent University, Halifax, Nova Scotia, B3M 2J6. Payment methods are by cheque, money order, certified cheque, cash, debit card, VISA, or MasterCard, and must be received by specified deadlines. If paying by credit card, students may phone in their payments to financial services at 902-457-6277 or use the "Make a Payment" screen in WebAdvisor.

Tuition fees may also be paid through internet and telephone banking services of most major chartered banks. If fees are to be paid by a government, hospital, or other agency, a signed statement from the sponsoring agency must be presented at or before the payment deadline.

**If you have financial questions or concerns, please contact Financial Services, at 902-457-6306 or email [Financial\\_Services@msvu.ca](mailto:Financial_Services@msvu.ca)**

## LIBRARY

Library research is an important part of university study. To borrow from the Library, you require a valid student ID card, available from the Registrar's Office. **If you are at a 'true' distance, and therefore cannot validate your card in person, contact the Registrar's Office at (902) 457-6107 and request they mail you a student ID card.**

## STUDENT SERVICES

The Department of Student Experience is committed to providing students with exceptional programs and services, to enhance their educational experience, by empowering individuals to strengthen their intellectual, social, emotional, physical and spiritual well-being.

Visit the Student Experience web site for additional support information for distance students: [http://www.msvu.ca/student\\_affairs/index.asp](http://www.msvu.ca/student_affairs/index.asp).