

DISTANCE LEARNING

STUDENT GUIDE

Distance Learning & Continuing Education (DLCE)

Mount Saint Vincent University (MSVU)

E. Margaret Fulton Communications Centre, Room 106
www.msvu.ca/distance
457-6511 or 1-800-665-3838 (in Canada)
distance@msvu.ca

2010 - 2011

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 1st through August 31st**

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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

(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/academicadvingsupport/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 WebAdvisor <https://webadvisor.msvu.ca/> If you require a password, or if you encounter any difficulties registering, please email webadvisor@msvu.ca.

COURSE MATERIAL & INFORMATION

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

To order, simply go to the 'My class schedule' screen in WebAdvisor and click on the link to the online bookstore.

Using your VISA or MasterCard, you will order all your course-related materials (Readings, DVDs, Streaming/Downloadable Access, Headsets, and Textbooks).

If you have difficulty accessing the bookstore via WebAdvisor, please visit: 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.

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/programsdepartments/distancelearning/technicalhelp/default.aspx, please email online@msvu.ca, **include your student number, your birth date, name and course number you are attempting to access.**

DELIVERY MODES

Distance courses are delivered via Moodle, Elluminate *Live!*, television, 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: 13, 15, 16

Courses are delivered online via Moodle and may include short video, audio and other components as well as real-time scheduled seminars using Elluminate *Live!*

Televised Courses: Sections 20, 21 and 22

Courses are recorded in the campus television studio and normally broadcast on television. For courses not available on television, another delivery method will be offered at no charge. Course outline/notes are accessed through your Moodle account.

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

The Viewing Schedule for televised courses indicates the dates each class is broadcast, and is located under "Course Notes" on Moodle.

If you are unable to view or record your class, you may rent DVDs for a \$75 non-refundable fee; purchase access to streamed / downloadable files for \$50 non-refundable fee.

Borrowing Recorded Classes:

You are encouraged to watch or record your broadcast classes at home. If unforeseen events interrupt your recording, contact the DLCE office at 457-6511 or 1 (800) 665-3838 option #5, and we will lend you a copy of the missed class. If you require this service for more than four classes, you will need to pay the \$75.00 DVD rental fee or the \$50 streamed / downloadable fee.

DVDs must be returned to MSVU at the end of the term, at your expense, or late charges may apply.

Films:

If your course includes films (movies) and you live within 100 kilometers of campus you borrow the films from reserve in the MSVU library, or your nearest local library through inter-library loans.

Troubleshooting DVD Problems

DLCE makes every effort to ensure that your DVDs are in good condition; however, you may encounter occasional difficulties. **Please check your DVD at least one week before you plan to view your class.** If you encounter a problem, mark the DVD "Bad" and email DVHelp@msvu.ca to order a replacement.

CLASS CANCELLATION PROCEDURES

When on-campus classes are cancelled due to inclement weather or other emergencies, distance classes (televised broadcasts, Elluminate *Live!* 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
- 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 130. Arrangements for any final exam conflicts during the Fall or Winter terms must be made with Pernel Blake in the Registrar's Office:
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 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

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.