

# **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](http://www.msvu.ca/distance)  
457-6511 or 1-800-665-3838 (in Canada)  
[distance@msvu.ca](mailto:distance@msvu.ca)

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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 during the term. You are also responsible for reading 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. Ways to interact are:

- ☒ Telephone
- ☒ Fax
- ☒ E-mail
- ☒ On-line chats
- ☒ Moodle – your course site

Email is a central communication tool for distance learners and faculty. Please ensure we have your correct email address and that you check your email regularly. Make sure your spam filter does not exclude messages from MSVU staff and faculty. **It is each student's responsibility to ensure that they are able to receive messages from DLCE, Faculty, and the University via email.**

## **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>

Authorized External Credit 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.

#### **Special Student Status**

If you have been accepted but 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 are eligible to register for courses. Please check the Academic Calendar to ensure that you have the required prerequisites. Students who register without the necessary background or special permission may be removed from their courses.

#### **GRADUATE ADMISSION**

For information on Applied Human Nutrition, Family Studies and Gerontology graduate programs offered via distance, contact the departments directly. For graduate admission information or 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 <http://www.msvu.ca/current/webadvisor/index.asp>.

If you require a password, or if you encounter any difficulties registering, please email

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

## COURSE MATERIAL & INFORMATION

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

To order, simply go to the 'My Schedule' screen in WebAdvisor and click on the following link: ["You are registered in a distance course\(s\). Click here to buy your distance course books and/or materials"](#).

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

If you have difficulty accessing the bookstore through your WebAdvisor 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. Follow the prompts to do so.

Course materials usually consist of the following:

- text and/or selected readings
- course outline/schedule (posted on Moodle - see below)
- course notes (if applicable, posted on Moodle - see below)

### How to Access Moodle

Moodle will be your course management system while taking distance and other courses with an online component while at MSVU.

If you are unable to log in to Moodle with the username and password indicated in the Moodle instructions ([http://www.msvu.ca/Distance/Moodle\\_Howto.asp](http://www.msvu.ca/Distance/Moodle_Howto.asp)), please email [online@msvu.ca](mailto: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 teleconference, television, and/or the web

#### Multi-mode Courses:

**Sections 18 & 19**

#### International-only Sections

**13, 14, 15, 16, 17**

Weekly 1.5 or 2-hour contact session; discussions occur using teleconferencing, on-line chat, or a virtual classroom (Elluminate *Live!*). Course outline/notes are accessed through your Moodle account. Moodle access opens to registered students a short time before the course begins.

**NOTE:** Cellular and portable/cordless phones cannot be used for the teleconference calls as they distort the audio quality for all participants.

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

Courses are recorded in the campus television studio and normally broadcast on television. In a few cases, courses are not available on television; in those few instances, one of the delivery methods would be offered at no charge. Course outline/notes are accessed through your Moodle account.

The link to the broadcast schedule (lists the day(s), times, and channel where classes are broadcast) is on the DLCE homepage. The Viewing Schedule, indicates the dates each class is broadcast, and is located under "Course Notes" on Moodle.

**NOTE:** There is a non-refundable \$75 rental fee for all **optional** DVD loans and a \$50 non-refundable fee for streaming or downloading classes.

**Borrowing Recorded Classes:**

You are encouraged to record your broadcast classes on your home VCR/DVD recorder. 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 rental fee. **All DVDs must be returned to MSVU at the end of the term, at your expense, or a non-refundable \$100 late charge will apply.**

**Films:**

If your course includes films (movies) and you live within 100 kilometers of campus you are to view the films on reserve in the MSVU library. If you live more than 100 kilometers from campus the films will be shipped. All films must be returned to MSVU at the end of the term, at your expense, or late charges will apply.

### **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](mailto: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, teleconferences, 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. Please download the **assignment cover sheets** provided on the DLCE website: [http://www.msvu.ca/distance/forms/Form\\_page.asp](http://www.msvu.ca/distance/forms/Form_page.asp).

Please include the following in the body of your Email message or on your cover sheet:

- Your name and Student ID #
- Assignment title
- Name and Course number
- Professor's name

Students living within a 100-km radius of MSVU are required to come to campus to write tests and exams at specified times. In the event that a student is not able to write a midterm exam due to illness or an unavoidable work conflict please contact Michelle Innes at [michelle.innes@msvu.ca](mailto:michelle.innes@msvu.ca). Students must obtain permission from their instructor by providing a written explanation from a doctor or employer verifying the reason for their absence. Students who miss scheduled tests or midterms with a valid excuse, may write 'out-of-sequence' on Monday or Thursday mornings at 9:00 am. Under no circumstances are mid-terms or tests to be written before the scheduled date. Students who miss a final exam scheduled during the exam period must contact DLCE immediately.

Students living outside the 100-km radius from campus must arrange for a proctor at an educational institution, and write their mid-terms and final exam the same day as the campus mid-term and final exam. In addition, students writing off-campus must submit the Proctor Form <http://www.msvu.ca/distance/forms/proctor-information-form.asp> **within 2 weeks of the start of term** to ensure the exam will be available at your proctor site. Students who submit this form after the deadline will experience delays in writing and may jeopardize their midterm(s) or final exam(s).

All students who will write off campus are responsible for finding their own proctor. If you have difficulty finding a suitable proctor please contact Michelle Innes at [michelle.innes@msvu.ca](mailto:michelle.innes@msvu.ca) for assistance.

## On-Campus or Proctored Final Exams

All final exams for students within a 100-km radius of MSVU 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.**

**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, check the Academic Calendar. Your notification 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 the Registrar's Office. Telling your professor or others about your intention to drop **DOES NOT** constitute an official drop or relieve you of your financial responsibility for the course. Non-participation in the course does not constitute a withdrawal. Students who do not complete the course but fail to withdraw will receive a final grade of 'F' on their academic record.

## 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 AFFAIRS

The Department of Student Affairs 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 Affairs 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).