

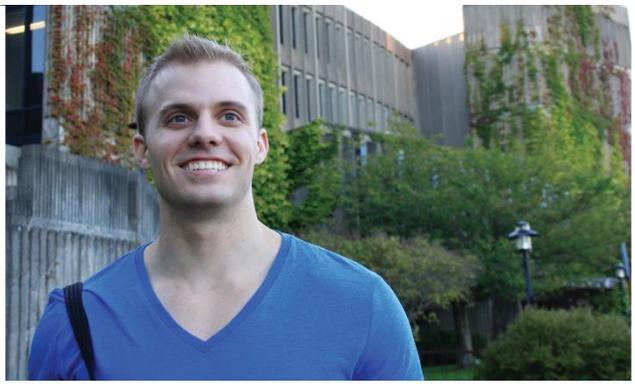


**Distance Learning and  
Continuing Education**

**Student Guide**

# Contents

.....	1
Introduction .....	1
Admission.....	2
Visiting Students .....	2
Non-Degree Students.....	2
Pre-requisite Courses.....	2
Registering For Online Courses.....	3
Course Textbooks and Materials .....	3
Online Bookstore .....	3
Delivery Methods.....	3
All about Moodle and Blackboard Collaborate.....	3
Courses Using Moodle and Blackboard Collaborate.....	4
Courses Featuring Recorded Lecture Videos via Moodle .....	4
Class Cancellation Procedures .....	4
Examinations.....	4
Fall and Winter Terms.....	5
Spring and Summer Terms.....	5
Course CHANGES.....	5
Returning Unused Materials .....	5
Fees .....	6
Admission Fees .....	6
Tuition Fees.....	6
Library Services .....	6
Student Services.....	7
CONNECT WITH US .....	7



## INTRODUCTION

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Welcome to Distance Learning and Continuing Education (DLCE) at Mount Saint Vincent University.

This guide provides academic and contact information. Please read this guide before your course begins, and refer to it as needed. The University's Academic Calendars (Undergraduate and Graduate) are available in print and [online](#), and provide information about academic regulations, important academic dates, fees and financial policies, as well as departmental, program and course 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.

Mount's student portal is [myMount](#), and here you can:

- Access student email
- Register for courses
- View your financial account activity
- Access Moodle classes
- Read Mount news and events
- And more...

***Email is a central communication tool for online learners and faculty.  
Please be sure to check your Mount email regularly as all  
communication will be sent to this account only.***

## ADMISSION

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To take online courses, you must first apply to the Mount. Please visit the Mount [Application Centre](#) to submit your academic program application.

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



### Visiting Students

If you are enrolled at another university and wish to take online courses for credit, please forward a copy of your [Authorized External Course](#) (formerly Letter of Permission) form to the Mount Registrar's Office from your home university.

### Non-Degree Students

If you have been accepted to the Mount and have not decided which program you would like to apply for, you may take a few courses as a non-degree student. DLCE offers a number of introductory courses that can be applied to many programs.

### Pre-requisite Courses

Students must have the appropriate pre-requisites for certain courses. Please refer to the [Academic Calendar](#) or consult an [Academic Advisor](#) for assistance.

## REGISTERING FOR ONLINE COURSES

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Once admitted, you will register for courses through [myMount](#). If you require a password, or if you encounter any difficulties registering, please email [helpdesk@msvu.ca](mailto:helpdesk@msvu.ca).

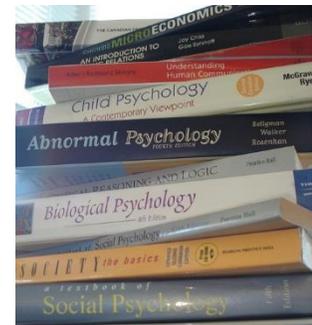
## COURSE TEXTBOOKS AND MATERIALS

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### Online Bookstore

All course materials for online courses are purchased from the [Online Bookstore](#).

If this is your first time accessing the Online Bookstore, you will need to create a new account. If we are to ship your course related materials (textbooks and headsets), use your Visa or MasterCard to order your supplies. 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 at the campus bookstore in the Rosaria Student Centre.



## DELIVERY METHODS

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### All about Moodle and Blackboard Collaborate

[Moodle](#) is the Mount's Learning Management System and is used in the delivery of both on-campus and online courses. **Access to your Moodle course site will be available on the first day of term.**

Online courses are taught using Moodle with real-time seminars using Blackboard Collaborate, Moodle with recorded lecture videos and presentations and by connecting distance learners with professors and students in on-campus classes via Blackboard Collaborate.

Collaborate facilitates learning via the web, video, and audio functionality and its tools include a shared whiteboard, virtual breakout rooms, emoticons, web tours and more.

Courses that use Collaborate have a scheduled real-time interaction which varies among courses and students connect to Collaborate directly from within the accompanying Moodle course site.

## Courses Using Moodle and Blackboard Collaborate

Sections 18, 19, 28, 29, 38 in the timetable are delivered online via Moodle and may include short video, audio and other components as well as real-time scheduled classes with the professor via Blackboard Collaborate.

## Courses Featuring Recorded Lecture Videos via Moodle

Sections 20 and 21 have recorded lecture videos and other resources posted in the Moodle site. Some of these courses include the opportunity to "attend" real-time classes via Collaborate in addition to the recordings.

## CLASS CANCELLATION PROCEDURES

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

## EXAMINATIONS

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Students living within a 100-km radius of the Mount must come to campus to write tests and mid-term and final examinations. All students living beyond the 100-km radius must fill out a [Proctor Site Request Form](#) every term. Your exam will not be sent if the form is not submitted **within the first two weeks of class** and your proctor is approved.

The University's [Examination Policy](#) will be strictly enforced. All students, including students who are taking online courses via distance are expected to write their midterm and final examinations on the scheduled date as outlined in the course syllabus.

Student who are taking online courses via distance **are responsible** for locating and setting up an appointment with a proctor on the date of their scheduled exam.

The proctor must be at an accredited institution. Please consult the Mount [Approved Proctor Sites by Province](#) to determine the best location for you to write your examination. Approved sites are also available outside of Canada. Students studying outside of Canada, please email [distanceexams@msvu.ca](mailto:distanceexams@msvu.ca) for assistance. Please note that it is important to plan for travel time to your proctor site.

## Fall and Winter Terms

All final exams for the fall and winter semesters are scheduled by the Registrar's Office. The final exam schedule will be posted on the Registrar's Office website. It is your responsibility to review this schedule and inform the Registrar's Office of any problems or exam conflicts immediately. Examinations will not be written in advance of the regularly scheduled date. Arrangements for final examination conflicts during the fall or winter terms must be made with [Pernell Blake](#) in the Registrar's Office.

Students who are unable to write their exams at the scheduled time due to the criteria outlined in the exam policy must submit the appropriate documentation to [exams@msvu.ca](mailto:exams@msvu.ca) and [distanceexams@msvu.ca](mailto:distanceexams@msvu.ca) and follow the directions in the policy.

## Spring and Summer Terms

All midterm and final examinations in the spring and summer sessions are set by the professor for the course. Typically the final exam is during the last day of class. All regular exam rules and regulations apply. It is your responsibility to review this schedule and inform [distanceexams@msvu.ca](mailto:distanceexams@msvu.ca) and your instructor of any problems or exam conflicts immediately. Examinations will not be written in advance of the regularly scheduled date. Arrangements for midterm and final examination conflicts during the spring and summer terms must be made through your instructor and Distance Learning and Continuing Education.

## COURSE CHANGES

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If necessary, please ensure you drop your course(s) online through [myMount](#) or in person at the Registrar's Office. Non-participation in a course does not constitute withdrawal, and students who do not complete the course, and fail to withdraw will receive a final grade of 'F'.

For the tuition refund schedule, see [Money Matters](#). Your drop date will determine the grade that appears on your transcript and the financial adjustment/refund you receive.

## RETURNING UNUSED MATERIALS

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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 the Mount's campus bookstore immediately. Please review the Bookstore's [Text Book Return Policy](#).



## FEES

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### 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 Fees

Tuition payments are made to Financial Services and you can mail payments to Financial Services, Mount Saint Vincent University, Halifax, Nova Scotia, B3M 2J6.

Payment methods are by cheque, money order, certified cheque, cash or debit card, and must be received by specified deadlines.

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 [financial.services@msvu.ca](mailto:financial.services@msvu.ca).

## LIBRARY SERVICES

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The [Mount Library](#) is located in the E. Margaret Fulton Communications Centre (EMF) and the library's team of dedicated staff will assist online students with finding relevant academic information resources.

The Library also offers [Document Delivery Distance Services](#) which is responsible for delivering print materials in the Mount Library collection to students studying via distance, and this service is available to students registered in an online course.

To borrow from the Library, you require a valid student ID card, available from the Library or the Registrar's Office. If you are at a 'true' distance, and therefore cannot validate your card in person, [click here](#).

## STUDENT SERVICES

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Mount Saint Vincent University exists for its students and we want your experience at the Mount to be as enriching and enjoyable as possible. To help you achieve this, the [Student Experience](#) team works with other departments on campus to bridge the gap between the academic and social spheres of university life.

If you are an online student, you can still access all of the programs and services the Mount offers to its on-campus students such as academic advising, career planning, accessibility and health and wellness.

## CONNECT WITH US

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General Inquiries and Location	
<b>General Email</b>	<a href="mailto:distance@msvu.ca">distance@msvu.ca</a>
<b>Telephone</b>	902-457-6511 (Main Office)
<b>Fax</b>	902-443-2135
<b>Toll Free</b>	1-800-665-3838 (Toll Free)
<b>Website</b>	<a href="http://msvu.ca/distance">msvu.ca/distance</a>
<b>Technical and Training Support</b>	<a href="mailto:online@msvu.ca">online@msvu.ca</a>
<b>Exam Inquiries</b>	<a href="mailto:distanceexams@msvu.ca">distanceexams@msvu.ca</a>
<b>After Hours Emergency Support</b>	902-457-6788
<b>Physical Location</b>	E. Margaret Fulton Communications Centre, Room 106
<b>Mailing Address</b>	Mount Saint Vincent University Distance Learning and Continuing Education 166 Bedford Highway Halifax, NS B3M 2J6