Student Handbook

The information below will assist you in successfully completing an online course. The various topics provide a quick reference to information and resources.

**Accessing your course**
To access your course, go to umanitoba.ca/umlearn and login (students will not receive printed course materials).

**Final exam location declaration**
Students eligible to write a final exam at a University of Manitoba (UM) approved off-campus location must complete the Off-Campus Exam Location Declaration. Students living in Winnipeg are not required to complete the declaration unless they have previously declared an off-campus final exam location. The location you declare will be in effect for ALL your Online courses in upcoming terms; therefore, you must ensure that your exam location declaration is current at all times. Please click here for final exam declaration information and deadline dates.

Final examination schedules are posted in late October (December exams), early March (April exams), and late May (July/August exams).

**Student email policy**
The UM will only use your university email account for official communications, including messages from your instructors, department or faculty, academic advisors, and other administrative offices.

Every year at the U of M, students miss emails with crucial information, including class cancellation notices, assignment deadline changes, notification of outstanding fee balances, deregistration notices, important policy and regulation changes, overdue library notifications, important date reminders, and much more. A related concern is that the university ensures student privacy is not breached. In an effort to improve in both of these areas, the university has implemented a new policy, the Electronic Communications with Students Policy.

Make sure to check your U of M email regularly, to ensure you are receiving important university information that affects you.

**Required materials/textbooks**
Your course contains a list of materials, including books and other items that you should order from the University of Manitoba (UM) Book Store or stop by. You can also call the Book Store 204-474-7961 (Canada toll free at 1-888-216-7011, ext. 7961), identify yourself as a student taking an Online course, and provide your course and section number(s).

Required textbooks and readings packages are not held on reserve in any of the UM Libraries.

**Important dates**
Please refer to Important Dates/Academic Schedule for deadline dates such as voluntary withdrawal, fee payment, course start/end dates, and more.

**Assignments**
Unless specific instructions are outlined in the course material or the instructor welcome letter, assignments should be submitted according to the instructions in your course website. Assignment due dates are indicated in your course material.

Assignments will be marked and returned with a grade and comments by your instructor. Once submitted, allow about three weeks for assignments to be graded, recorded, and returned to you.

**Withdrawal**
Voluntary Withdrawal dates that apply to courses offered in the current academic session are published in Important Dates/Academic Schedule.

Please refer to Attendance and Withdrawal under General Academic Regulations in Academic Calendar for information regarding voluntary withdrawal and authorized withdrawal.
Refunds
You must withdraw from courses using Aurora Student. The amount eligible for refunds is calculated based on the full cost of the course (not including field trip fees and late registration payments).

Libraries - Off-Campus Access & Services
Off-Campus Access & Services supports students taking online courses (Distance Education). Books, videos and copies of articles can be sent to students living outside Winnipeg. Additionally, online students can call for help with research, technical problems, or library searches.

Course evaluation
Your comments provide valuable feedback and impact who will teach online courses and how online courses are designed. All evaluation relevant to teaching is reviewed by the department head. Online staff review the comments affecting course design and distribution of grades (i.e. number of assignments, weighting of final exam). The evaluation is your opportunity to provide feedback so that improvements can be made to courses.

A course evaluation will be available on each course site for a limited time at the end of each term. The course evaluation is open to all students, whether or not you complete the course. Course evaluations are not made available to instructors until after final grades have been submitted.

Examinations
A final examination is scheduled for most courses. Specific information about the structure of the final examination will be provided by the course instructor. Final examination schedules are posted in late October (December exams), early March (April exams), and late May (July/August exams).

You must be available to write your examination(s) during the time period specified in Important Dates/Academic Schedule.

Deferred and supplemental examinations
A deferred examination is a privilege that may be granted to a student who is unexpectedly unable to write an examination as scheduled or a student who knows in advance that he or she is unable to write an examination at the scheduled time. Making a false or misleading claim may be considered an offence under the Student Discipline Bylaw. Penalties may range from a failed grade in the course to suspension or expulsion.

Students who are unable to write an examination due to an unexpected illness must file an application for a deferred examination with the advising office of the faculty, school, or academic unit (including University 1 or General Studies (Extended Education)) in which they are registered, setting out the reasons for the deferral.

The application must normally be filed within 48 hours of the scheduled date of the missed examination or, in the case where more than one examination was missed, within 48 hours of the scheduled date of the last examination missed. The application must be accompanied by a medical certificate or otherwise appropriate documentation certifying the reason for the deferral, the inability of the student to write the examination at the regular scheduled time and, where possible, an indication of the period of incapacity. Based on the evidence, the Dean or Director shall decide whether the application is approved. Based on the student’s ongoing incapacity or other exceptional circumstances, a deferral may be granted to a student who files an application after the 48 hour period has lapsed.

Please note that students must remain available until all exams and test obligations have been fulfilled. Travel plans are not an acceptable reason to miss examinations.

Students with known exam conflicts due to religious observance (interfaith calendar), participation in specific scholastic and athletic events, or a medical condition may request a deferred examination. Applications for a deferred examination due to a known conflict, as indicated here, must be filed 20 working days prior to the date of the scheduled exam.

For further detail and procedures, please refer to the entire section found under Deferred and Supplemental Examinations under Academic Integrity, General Academic Regulations in the Academic Calendar.

Please contact the advising office of your home faculty/school for directions regarding the deferred exam application process.
Grades
Following the end of courses, faculties/schools submit grades to the Registrar’s Office and they will be posted on Aurora Student only. This may be a few days after classes for some courses and up to a few weeks after final examinations for others.

Incomplete grades
A student who is unable to complete the term work prescribed in a course may apply to the instructor prior to the end of lectures for an incomplete grade and time extension for work completion. It is understood that the student is to write the final examination if one is scheduled for the course.

Please refer to the entire section on Incomplete grades for the maximum allowable time extensions.

Your instructor must complete the Time Extension for Completion of Term Work and forward it for approval to their Department Head or Dean/ Director.

Appeal of term work
The appeal of term work returned or made available to students before the last day of classes shall be subject to policies and procedures established by Faculty/School Councils; additional information may be found in your faculty or school section of the Academic Calendar.

Students may formally appeal a grade received for term work provided the matter has been discussed with the instructor in the first instance in an attempt to resolve the issue without the need of formal appeal. Term work grades normally may be appealed up to ten (10) working days after the grades for the term work have been made available to the student. The term work grade appeal fee will be refunded for any grade which is changed as a result of the appeal.

Appeal of final grades
A student may formally appeal, through the Registrar’s Office, for assessment of one or more final grades. A student wishing to make a final grade appeal must do so by deadlines set for the term/session.

For the specific deadlines and the entire section on appeal of final grades, please refer to the Appeals of Grades, General Academic Regulations, Academic Calendar.

Plagiarism and cheating
Plagiarism or any other form of cheating in examinations, term tests or academic work is subject to serious academic penalty (e.g. suspension or expulsion from the faculty or university). Cheating in examinations or tests may take the form of copying from another student, bringing unauthorized materials into the exam room (e.g., crib notes, pagers or cell phones), or exam personation.

Please read the entire section on plagiarism and cheating found in the Academic Calendar under Academic Integrity, General Academic Regulations, Academic Calendar for the entire section on plagiarism and cheating.

Photo identification card
You are strongly encouraged to request a photo identification (Photo ID) card at the start of the term. Please complete the ID request form and return to the Registrar’s Office as indicated on the form.