

Student Handbook

The information below is provided to assist you in successfully completing a Distance and Online Education course. The Handbook provides you with a quick reference to information and resources that you can easily refer to throughout your course.

Required materials/textbooks

Your course contains a list of materials, including books and other items that you should order from the UM [Book Store](#). You can also call the Book Store (1-888-216-7011, ext. 7961) and identify yourself as a Distance and Online Education student, quoting your course and section number(s).

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

Applying to write your exam at an alternate location than the UM Main Campus

If you live in Winnipeg, you will be scheduled to write your final examination at the UM Main Campus. If you live outside Winnipeg, you must apply to write your exam at a location other than the UM Main Campus. Please read further regarding the application for examination process.

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The [Registrar’s Office](#) will inform you by mail of the time, date, and location of your examination approximately three to four weeks before the start of the each exam period. If you do not receive notification, please contact the Examination Coordinator at Debbie.Monaghan@umanitoba.ca or toll free at 1-888-216-7011, ext. 8608.

Assignments

Unless specific instructions are outlined in the course material or your instructor’s letter of introduction, assignments should be submitted according to the instructions in the Assignments folder in your course. Assignment due dates are indicated in your course material.

Assignment feedback

Each assignment will be marked and returned with a grade and comments by your instructor. Allow about three weeks for mailed assignments to be received, graded, recorded, and returned to you.

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 of university).

Please refer to [Section 8: Academic Integrity, General Academic Regulations and Requirements in the UM Undergraduate Calendar](#) for the entire section on plagiarism and cheating.

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.

Withdrawal

Please refer to [Section 7.2 Withdrawal from Courses and Programs, General Academic Regulations and Requirements in the UM Undergraduate Calendar](#) for details regarding voluntary withdrawal and authorized withdrawal. The exact Voluntary Withdrawal dates that apply to courses offered in the current academic session are available in the Academic Schedule.

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).

University of Manitoba Off-Campus Library Services (OCLS)

We're here to help! Off-Campus Library Services (OCLS) supports Distance and Online Education students. We send books, videos and copies of articles to students living outside Winnipeg, postage-free both ways within Canada. We also offer an extended loan period of 60 days for most materials and the loan period includes the time the material is in the mail.

Please refer to our website for further information regarding the OCLS. Contact us if you have questions about finding books, articles and videos or if you need help accessing library resources.

Course evaluation

An online 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. Your comments provide crucial information that assists us to improve Distance and Online Education. Course evaluations will not be made available to instructors until final grades have been submitted.

Final examinations and grades

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 examinations are posted on the [UM homepage](#) in later October (December exams), early March (April exams), and late May (July/August exams).

You must be available to write your final examination during the examination time period specified in the [Academic Schedule](#).

Missed examinations

If you miss a final examination for medical or compassionate reasons, you may be granted a deferred examination. Travel plans are not an acceptable reason to miss examinations.

Grades

Following the end of courses, faculties and schools submit grades to the [Registrar's Office](#). These will be posted on the [Aurora Student](#) website when received. This may be a few days after classes for some courses and up to a few weeks after final examinations for others. Grades are not available from Distance and Online Education Student Services staff.

Appeal of term work grades

The appeal of term work returned or made available to students before the last day of classes shall be subject to the policies and procedures established by faculty or school councils. Students may formally appeal a grade received for term work provided that 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.

Please refer to [Section 6.1 Appeals of Grades Received for Term Work, General Academic Regulations and Requirements in the UM Undergraduate Calendar](#) for further information.

Appeal of final grades

If a student has good reason to believe a mistake has been made in the assessment of the original grade, an appeal of the assigned grade may be made. A student may enter an appeal through the [Registrar's Office](#) for assessment of one or more grades following the posting of grades by the faculty/school/department.

Please refer to section [6.2 Appeal of Final Grades, General Academic Regulations and Requirements in the UM Undergraduate Calendar](#) for further information.

Deferred examination(s)

Policies and procedures with respect to deferred examinations are currently under review. Pending approval of Senate, revised policies will be published on [umanitoba.ca](#). Check the Registrar's Office [Undergraduate Calendar](#) after July 2010. Students who miss a final examination and wish to apply for a deferred writing must apply to the advising office of their faculty/school. University 1 students must contact the [U1 Student Help Centre](#).

Forms

[Application Requesting an Incomplete Grade Classification](#)

[Application for Deferred Examination](#)

[Library Request Form](#)

[ID Card Request](#)