

❧ FAQs ❧

✳ ***What courses do you offer and how much are they?***

For a complete list of current courses, refer to the following link;
<http://www.regent-college.edu/distanceeducation/courses.php>

For the current fees, please refer to page 3 of the Distance Education Registration Form found here;
www.regent-college.edu/distanceeducation.

✳ ***Can I do my entire Degree through Distance Education?***

No! Students must do the majority of their degree while on campus at Regent. MCS, MDiv and ThM students can take up to one-third of their degree through Distance Education. DipCS students may complete up to 9 credits of their program through Distance Education.

✳ ***When can I register for a course?***

You can register any time throughout the year. During the holidays there will be delays.

✳ ***How do I register for a course?***

Current students can register using your WebAdvisor Account:
<https://webadvisor.regent-college.edu/WebAdvisor/wamain>

New students can register using our online registration form:
<https://login.regent-college.edu/registration/>

All online registrations assume agreement with the Student Contract.

Optionally you can print and fill out the Distance Education Registration Form (paper form) and either mail or fax it to us: www.regent-college.edu/distanceeducation. All students must sign and date the Student Contract (page 4) of the paper registration form. Paper registrations will not be processed without the signed student contract.

✳ ***When do I pay for my course?***

Current students registering online will receive an e-mail within 3 business days which will have payment info and links to a secure payment site. New students registering online will be able to pay at the end of the registration process.

Paper forms must include payment information with the form.

✳ ***When do I get my course materials?***

We process registrations as quickly as possible once payment is received. Please allow up to 3 weeks for mitigating circumstances.

✳ ***How will I know when to pick up my course materials? Or when will they be mailed to me?***

CD, MP3 & DVD. If you have marked Regent Pick-up for your course, we will contact you when your course is ready to be picked up. If you have marked for us to mail your course, we will courier your course to you. You will be notified by e-mail for both options.

iTunes U, all course material is found on-line. You will be e-mailed once your registration has been processed. Instructions will be included on how to launch your course through iTunes U. (Please note, no hard copies are provided for iTunes U)

✳ ***When is my Course Due Date?***

The due date is set from the day we register you + 2 weeks for material to be delivered + 6 months to complete the course.

Graduating students: March 15, or 6 months from your start date (whichever is earliest) is the deadline to submit all assignments for students applying to graduate in Spring.

✳ **What if my due date falls on a weekend or Statutory holiday?**

Your course requirements can be submitted/postmarked by 4.30pm on the next business day.

✳ **How do I know what my assignments and exams are?**

Course requirements are outlined in your Course Syllabus. The syllabus can be requested from distance education (distance.education@regent-college.edu) or on your Course Moodle site.

✳ **Who can I talk to if I have questions about the course or assignments?**

On the first page of your Syllabus, the name and email of either your Course Tutor or Course Grader will be listed.

✳ **How do I order exams?**

Exams are ordered through the Distance Education office. Please either email distance.education@regent-college.edu or call 604 -224-3245.

Off campus exams In courses where an exam is required, please inform the Distance Education Office (by email, letter or phone call) **one month** before you are ready to take the exam. We will be sending the exam to a proctor of your choice, thus, please provide us with the details of a proctor (someone who will sit with you during the exam) i.e. name, address, telephone number and email address. Your proctor can be your minister, employer or anyone else who is not a relative, spouse, housemate or employee. This should be someone who can attest to your honesty should any questions arise regarding your exam. Please take with you into the exam your own pen/pencil and writing paper. Only when indicated in the course syllabus may you type out your exams. When in doubt, please ask us first. At the end of the time allotted for the exam, the proctor (not the student) must send both the original exam questions and answers to Distance Education Office.

On campus exams you will need to set an appointment with us at least **two weeks** in advance. Once you have scheduled the exam with us, we will leave the exam at the Student Services desk on the day you are to take the exam. You are to take the exam in the library and hand it back to the Student Services desk after you have completed the exam. There will also be a form attached, for the library desk reception to sign you in and sign you out for times. All exams should be written without the aid of reference materials unless the exam explicitly states otherwise. Exams can only be taken on campus during office hours, i.e. Mon - Fri 8:30am - 4:30pm. Exams cannot be taken on statutory holidays.

We do not return exams for security reasons, but you will know your exam grade. Your Course Tutor can answer specific questions about exam results should you wish to go over them in more detail. Note that exams have to be taken by the due date of the audio course unless an extension has been granted. Any exam taken after the due date will be penalized one third of a letter grade (e.g. a B+ will become a B) for every one week late.

✳ **Can I just ask for an exam to be sent to me?**

No. You need to provide your **proctor address information** and **which exam** you are requesting.

✳ **How do I submit assignments?**

Many courses offer the option of electronic submission of assignments on the course moodle site. Before you send any assignments to us, please be sure you have a **copy of your work**, as assignments have been known to be lost in transit (whether electronically, or via the post). Printed assignments should be printed on 8 ½ x 11-inch paper (if available).

All assignments should conform to general academic paper standards (see the Turabian manual on writing listed in the Bibliography of the Student Handbook). It is highly recommended that you have access to the

Turabian manual as it is the format acceptable at Regent College. Finally, each assignment should be attached with a *Distance Education Course Assignment Cover Sheet* which can be found on your course Moodle site. All assignments and exams should be either postmarked by the due date and sent to Regent College c/o Distance Education, or submitted to reception at Regent College by 4.30pm on the due date.

✳ ***What is the penalty for late work?***

Unless an extension has been granted, all late submissions will be penalized. One third of a letter grade will be deducted per assignment, per week. (e.g. a B+ will become a B).

✳ ***How can I request an extension?***

Only under circumstances that are both ***unavoidable and unforeseeable*** are extensions considered. If you need to go beyond the six-month time limit, you must contact the Coordinator of Distance Education for an extension. If you believe that you will need more than one month beyond your due, you may want to consider applying for a longer extension through the Academic Standards Committee. Contact the coordinator for more specific details. Regardless, please come to us ***first*** before you fill out an extension form, because every situation is different. We will make every effort to work with you on discerning what is best for you in your studies. However, extensions are not automatically granted.

✳ ***How can I withdraw from a Course?***

A course may be dropped within the first two weeks after you register, for a 100% refund less a \$25 drop fee. A 75% refund (less a \$25 drop fee) applies when dropping a course after two weeks but within four weeks. After the fourth week no refund will be granted. The end of the eighth week is the deadline for dropping a course; after this date the student is committed to receiving a grade for the course. Please complete a course drop form, found on the Regent website.

****All audio materials must be returned in original condition before a change or refund will be approved.***

✳ ***When must I return my course evaluation?***

Please return your course evaluation by your due date. You can now submit your course evaluation electronically via a link in the General Resource section of the course moodle site.

✳ ***I just finished a course. Is my final grade processed?***

If you have not yet received an email notice of completion, then we have not yet processed your final grade. We endeavour to notify you of your grade within TWO MONTHS from when you submitted your last assignments.

✳ ***More questions? Check our website or email us.***

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