

❧ FAQs ❧

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

For a complete list of current courses, refer to the following link;
http://www2.regent-college.edu/cstudies_courses/index.php

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

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

You can register any time throughout the year. During the holidays there will be delays, please check the website for updates on dates of delays.

✱ **How do I register for a course?**

On campus students– You can print the registration form from our website or collect one from the Student Services desk. Please complete and return the form to the student services.

Off campus students – Please print the Registration Form from our website. You can mail or fax the Registration form to the Distance Education office.

All students must sign and date the Student Contract (page 4) of the registration form. Registrations will not be processed without the signed student contract.

✱ **When do I pay for my course?**

Payment must be made at the time of registration.

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

We generally need about two to three weeks to process your registration and package them up.

✱ **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?**

On campus students (if you picked up your course from the office): Your due date for the course will be 6 months from the date of signing the Course Acknowledgement Form OR, three weeks after the initial phone/email notification of course materials ready for pick-up (whichever comes earlier).

Off campus students (if you received your course via courier): If we do not receive the Course Acknowledgment Form within three weeks of the shipping date, your due date will be set at six months from the shipping date.

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 accessed on the Distance Education Website 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 distanceeducation@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?**

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 the mail. Assignments should be printed on 8 ½ x 11-inch paper (if available) and 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 and sent to Distance Education, Boulevard, 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.

✳ ***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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