

STUDENT QUICK START GUIDE

CONTINUING AND PROFESSIONAL STUDIES
UNIVERSITY OF MANITOBA



UNIVERSITY
OF MANITOBA

Extended Education

STUDENT QUICK START GUIDE

Welcome to Continuing and Professional Studies (CAPS) in Extended Education at the University of Manitoba (U of M)! CAPS provides flexible quality programming to individual students and the community at-large in order to meet their learning needs. The **Student Quick Start Guide** provides students with important information to ensure they have a positive student experience.

CLAIM YOUR UMnetID

All students registered for courses in Extended Education at the U of M need to claim a UMnetID in **signUM**, the system used to create and manage all U of M computer accounts. In order to claim your UMnetID, you will need to know your student number.

To claim your UMnetID, students go to the [signUM](#) website and click on "Create UMnetID". Follow the on-screen instructions to set up your account. Be sure to use all lowercase characters.

The UMnetID provides you with your user ID and password to access UM Learn, and activates your @myumanitoba email account. It also provides access to other services on campus, such as WiFi and electronic library resources.

Support

[signUM FAQs](#)

Having difficulty claiming your UMnetID? Call 204-474-8600 (toll-free in N. America 1-888-216-7011, ext. 8600) between the hours of 8:30 to 4:30 CST Monday to Friday or email servicedesk@umanitoba.ca.

New Students: You can claim your UMnetID 48 hours after you have registered for your first course.

U OF M STUDENT EMAIL ACCOUNT

When you claim your UMnetID, a U of M email account is activated: "umnetid"@myumanitoba.ca.

Our office and your instructor will use only this email account to contact you on any university business including changes to your course, e.g. class location; please check it frequently. Check your U of M [student email account](#). You may opt to redirect your U of M email account to your personal account.

TO REGISTER FOR A COURSE

Register online, by phone, mail, fax, or in person. To register online and/or for more information on how to register, visit CAPS [registration](#) website.

Payment

Payment for courses is by:

- Debit (online or in-person)
- VISA or MasterCard
- Cheque (payable to University of Manitoba)
- Cash (in-person only)
- Employer invoicing

CONFIRMATION OF REGISTRATION AND CLASS LOCATION

After you are registered in a course, our Student and Instructor Services Office will email you a letter confirming your registration. You can also find this information, as well as the class location, any required textbooks and income tax receipts online at [Aurora Student](#). You will need your student number to access Aurora. Please note that all correspondence will be sent to your myumanitoba.ca email address.

TO ACCESS YOUR COURSE ON UMLEARN

All online, face-to-face and blended courses use UM Learn, the U of M's learning management system.

Access your course website at [UM Learn](#) with the username and password you received when you claimed your UMnetID.

If you experience issues when attempting to use Internet Explorer, try using a different browser such as Firefox or Chrome.

TEXTBOOKS

In order to access your booklist, go to [Aurora Student](#) and click on Enrolment & Academic Records, then Student Records, then View Booklist.

Textbooks may be purchased through the U of M BookStore. Phone 204-474-8321 for store hours or order [online](#)

Please note, courses are subject to cancellation based on enrolment as well as instructor availability. Please be aware of the bookstore's return policies and refund deadlines should a course be cancelled.

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Access Codes

Some online courses may require Access Codes for e-texts or online lessons. For more information contact your Program Coordinator.

ADOBE CONNECT

Some instructors may schedule web conferencing sessions (webinars) in their online courses. Adobe Connect is the webinar platform used. Please check your course outline for the schedule and technical requirements.

INSTRUCTOR WELCOME LETTERS, COURSE OUTLINES, COURSE SCHEDULE, ASSESSMENT OVERVIEW & INSTRUCTOR EXPECTATIONS OF STUDENTS

Instructor welcome letters, course outlines, course schedules and assessment overviews are available in UM Learn one week prior to the course start date. Check the course outline for any pre-readings and other important information.

Our certificate programs are university-level programs so you will be expected to read textbooks and/or other material possibly before and during your course. You will be expected to complete and submit the assignments by due dates indicated in the course outline or by the instructor in class. Many courses, but not all, have assignments, mid-term tests and final exams. Workshops that count as elective credit in programs usually require an assignment be completed.

A general guideline is to expect to spend an equivalent amount of time studying and completing assignments as you would in attending a class. For example, in a 36 hour/3 credit hour course you could expect to spend at least three hours a week in addition to the three hours you would attend a class.

REFUND AND VOLUNTARY WITHDRAWAL POLICY

A schedule of courses with the last date to withdraw with a full refund or the last date to withdraw without academic penalty (VW) can be found on the Extended Education [website](#).

You can withdraw from (drop) a course online in [FlexReg](#), the system used to register in courses. Check the website for the last day to drop a course for a 100% refund or the last day to drop a course without academic penalty and without a refund. If you are eligible for a refund, you will be refunded in the manner in which you paid. If you have questions about withdrawals please contact Student and Instructor Services at 204-474-8800 or extended@umanitoba.ca.

COURSE CANCELLATION

Courses are subject to cancellation due to insufficient enrolment. If a course is cancelled, you will be notified via your myumanitoba.ca email at least one week prior to the course start date.

FINAL GRADES

Final grades can only be viewed at Aurora Student. You will require your student number and password (the one you used to register for courses). For some courses, instructors post assignment grades in UM Learn, but not final grades.

Please be aware of any minimum grade requirements for your respective program/courses.

For courses that were completed before April 2014, contact Student and Instructor Services at 204-474-8800 or extended@umanitoba.ca.

How to View Your Final Grades in Aurora

- Go to [Aurora Student](#)
- Click on "Enter Secure Area"
- Follow the login instructions (Your user ID is your student number)
- Click on the "Enrolment & Academic Records" tab
- Click on "Student Records"
- Click on "Academic Transcript"
- Click on "View Web Transcript" then hit "Submit"
- Your final grade(s) will appear. Please note: this is not an official transcript.

If you experience login or password issues, please call Student and Instructor Services at 204-474-8800.

Access to Final Grade Appeals

If you have any concerns regarding your final grade, please contact your Program Coordinator.

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COURSE EVALUATIONS

CAPS uses the Student Evaluation of Educational Quality (SEEQ), the U of M's Senate-approved teaching evaluation tool. The evaluation forms for classroom-based courses are generally distributed in the second-last class.

For online courses, evaluations are completed in UM Learn. Evaluations provide valuable feedback to instructors and program staff to continually improve courses and programs.

TO GRADUATE FROM YOUR PROGRAM

To be eligible to graduate you must complete the program requirements, submit any documentation your program may require and apply to graduate online, using your Aurora Student account. To learn how to apply to graduate online, please refer to the instructions under "Undergraduate Students" on the Registrar's [website](#).

Please note that due dates apply.

YOUR PROGRAM COORDINATOR

Each program has a Program Coordinator who can help guide you from the time you apply to your graduation! The Welcome Letter that you received when you were first admitted into the program will have your Program Coordinator's contact information. Please contact your Program Coordinator for:

- Course planning/advising
- Program status
- Program requirements
- Transfer credit
- Graduation

SPECIFIC COURSE REQUIREMENTS FOR INDIVIDUAL AND GROUP WORK

In regards to specific course requirements for individual work and group work:

- I. Group projects are subject to the rules of academic dishonesty;
- II. Group members must ensure that a group project adheres to the principles of academic integrity;
- III. Students should also be made aware of any

specific instructions concerning study groups and individual assignments;

- IV. The limits of collaboration on assignments should be defined as explicitly as possible; and
- V. All work is to be completed independently unless otherwise specified.

UNIVERSITY'S COPYRIGHT OFFICE

All students are required to respect copyright as per Canada's Copyright Act. Staff and students play a key role in the University's copyright compliance as we balance user rights for educational purposes with the rights of content creators from around the world. The [Copyright Office](#) provides copyright resources and support for all members of the University of Manitoba community.

YOUR RIGHTS AND RESPONSIBILITIES

As a student of the University of Manitoba you have rights and responsibilities. It is important for you to know what you can expect from the University as a student and to understand what the University expects from you. Become familiar with the policies and procedures of the University and the regulations that are specific to your faculty, college or school.

Academic Calendar

[The Academic Calendar](#) is one important source of information. View the sections University Policies and Procedures and General Academic Regulations. While all of the information contained in these two sections is important, the following information is highlighted.

- If you have questions about your grades, talk to your instructor. There is a process for term work and final grade appeals. Note that you have the right to access your final examination scripts. Contact your Program Coordinator for additional information.
- You are expected to view the General Academic Regulation section within the Academic Calendar and specifically read the Academic Integrity regulation. Consult the course syllabus or ask your instructor for additional information about demonstrating academic integrity in your academic work. Visit the Academic Integrity Site

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for tools and support <http://umanitoba.ca/academicintegrity>. View the Student Academic Misconduct procedure for more information.

- The University is committed to a respectful work and learning environment. You have the right to be treated with respect and you are expected to conduct yourself in an appropriate respectful manner. Policies governing behavior include the:

[Respectful Work and Learning Environment](#)

[Student Discipline](#)

[Violent or Threatening Behaviour](#)

If you experience Sexual Assault or know a member of the University community who has, it is important to know there is a [Sexual Assault Policy](#) policy that provides information about the supports available to those who disclose and outlines a process for reporting. More information and resources can be found by reviewing the University's Sexual Assault [site](#).

For information about rights and responsibilities regarding Intellectual Property view the [policy](#).

For information on regulations that are specific to your academic program, read the section in the Academic Calendar and on the respective faculty/college/school web site <http://umanitoba.ca/faculties/>.

Contact an Academic Advisor within your [faculty/college or school](#) for questions about your academic program and regulations.

Student Advocacy

Contact Student Advocacy if you want to know more about your rights and responsibilities as a student, have questions about policies and procedures, and/or want support in dealing with academic or discipline concerns.

[Student Advocacy](#)

520 University Centre

204 474 7423

student_advocacy@umanitoba.ca

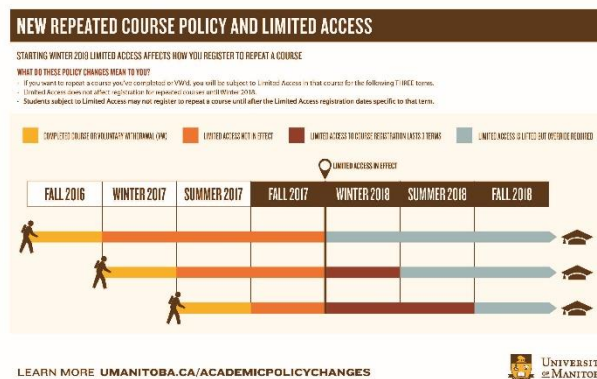
Limited Access – Effective Winter 2018

Limited Access is a registration rule that allows students who have never completed or voluntarily withdrawn from a course (or its equivalent) the opportunity to

register for the course before students who are repeating it.

Limited Access first takes effect in Winter 2018 and applies for three consecutive terms following when you last completed or withdrew from the specific course.

For information please see infographic below:



For further information on Limited Access and how it may affect you, please see the Limited Access FAQs page at <http://umanitoba.ca/student/records/academicpolicychanges/limitedaccessfaq.html>

STUDENT AND INSTRUCTOR SERVICES OFFICE

Contact Student and Instructor Services at 204-474-8800; toll-free in North America 1-800-432-1960 ext 8800 or extended@umanitoba.ca with questions and requests related to:

- Course registration
- Tuition payment
- Passwords and user IDs
- Voluntary Withdrawals
- Problems viewing grades
- Employer invoicing
- Available space in a course
- Request for a transcript

Our program staff is here to help provide you with a positive learning experience. Please contact us for information and advice on current and future programs

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and courses. Enjoy your studies!

QUICK REFERENCE TO IMPORTANT LINKS

Claim UMnetID	https://signum.umanitoba.ca/
UM Learn	www.umlearn.ca
Aurora Student (for final grades, class location, textbooks, student history)	https://aurora.umanitoba.ca
Webmail (to access student email)	https://umanitoba.ca/webmail
VW deadlines	http://extended.cc.umanitoba.ca/student-services/voluntary-withdrawal-vw-refund-dates/
University of Manitoba Libraries	http://umanitoba.ca/libraries/
WiFi on campus (you will require your UMnetID to access wifi)	http://umanitoba.ca/computing/ist/connect/wireless/index.html