

Frequently Asked Questions BMC 352 Learning Online

Q: Is this course required for my online program?

A: Many Continuing Education online courses have BMC 352 Learning Online as a prerequisite. This means you must complete BMC 352 prior to starting other online courses.

From the Continuing Education website, find the course you want to take. Read through the course information and look for mentions of BMC 352 requirements. Check the Continuing Education program guide or contact us (403-220-2866 or 1-866-220-4992) during regular business hours if you are not sure if your course has a BMC 352 requirement.

Q: My course choice requires I take BMC 352, but I have already taken a course like this. Can I receive a waiver for BMC 352?

A: You can apply to waive the BMC 352 Learning Online requirement if your previous online learning experiences meet specific criteria for a waiver approval. To find out more information regarding this process, click <http://conted.ucalgary.ca/learningonline/waiver.jsp>.

Q: What are the essential requirements for participating in BMC 352 Learning Online?

A: You must have regular access to a computer and the internet. Headphones or speakers and a microphone are also required for the Adobe Connect Meeting sessions. Active participation in this course is necessary for success.

Q: I have registered for BMC 352 Learning Online, what now?

A: You will receive a welcome email on the Monday before the course start date. This message will provide you with instructions for logging into the My ContEd Student Portal and how then to access BMC 352.

Q: How Do I Access Desire2Learn?

A: To access Desire2Learn follow the steps in this online tutorial:
<http://conted.ucalgary.ca/elearn/d2l/login.pdf>

Q: When will I be able to start BMC 352 Learning Online?

A: BMC 352 Learning Online will not be available until 9AM on the first day of your course.

Q: I have tried to login to the My ContEd Student Portal and now I am locked out. What do I do?

A: If you have been locked out, you will need to phone Continuing Education Student Services (403-220-2866 or 1-866-220-4992) during regular business hours to get your account unlocked. Once your account has been unlocked, you will need to refresh your internet browser to attempt another login.

Q: My course has begun and I am not sure where to start.

A: Log into your course. Click on the "Content" link in the red navigation bar. Find and click on the Course Outline & Schedule module in the table of contents. Read through the course outline and schedule carefully to better understand the BMC 352 experience.

Q: How often should I log into this course?

A: You are required to actively participate in discussions and assignments throughout the entire course. We recommend that you log in 3-5 times per week in order to keep pace. Log in more frequently if you need to, to avoid falling behind.

Q: Can I complete the course at my own pace?

A: No, this course is instructor-led and cohort-based, meaning the instructor interacts with the class on a regular basis and learners work and learn together. Students are expected to complete assignments by the dates indicated on the course outline.

Q: What types of assignments will I be expected to complete?

A: BMC 352 assessment techniques include: discussion postings, online quizzes, real-time synchronous Adobe Connect sessions, and collaborative group projects. An instructor will be present in your course to answer questions and give you feedback.

Q: How much time will BMC 352 take?

A: This course is scheduled over three consecutive weeks. Students are expected to attend one synchronous session, complete weekly readings and assignments and work collaboratively in an online group in order to successfully complete this course. The time for completing this course can range between students but the course work cannot be accelerated or decelerated.

Q: How frequently do instructors access the course?

A: Instructors will log in daily in order to grade assignments and interact with the class.

Q: I emailed my instructor and have not received a reply.

A: Instructors will answer inquiries within 24-48 hours. If you have an emergency or are not able to access the course, you can phone Continuing Education during regular business hours at 403-220-2866 or 1-866-220-4992 to ask for help or relay your issue. You can also email Continuing Education at conted@ucalgary.ca.

For help with Desire2Learn and Adobe Connect Meeting basics visit this website:

<http://conted.ucalgary.ca/elearn/students.jsp>

Assistance on technology may be available through UCIT during extended hours. For UCIT hours and contact information please visit <http://www.ucalgary.ca/it/>

Q: I cannot attend the synchronous session, what do I do?

A: The instructor will schedule three different sessions in which students must be present online at a specific time. Contact your instructor to arrange to participate in one of the three sessions.

Q: Am I required to complete a group project?

A: Yes, most online courses in Continuing Education contain collaborative assignments. It is important to learn how to work successfully in an online group.

Q: What do I do if I miss an assignment due date?

A: It is not advisable to wait until the course has ended to contact your instructor regarding missed assignments. Contact your instructor regarding this assignment as soon as possible.

Q: When will my final grade be available?

A: It can take up to three weeks for grades to be available in the system. Grades posted in D2L are not official. You will receive an email when your final grade is posted to the My ContEd Student Portal.

Q: What can I do if I do not agree with my final grade?

A: You can appeal your final grade once grades have been posted. To find out more information on this process, click <http://conted.ucalgary.ca/policies/list/appeals.jsp>.