



**Student Guide for Continuous Intake  
Courses**  
Department of Continuing Education

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## General Information

Thank you for choosing *The Michener Institute of Education at UHN* for your online learning needs. It is our aim to provide you with a quality learning experience, and your input is always welcome.

As the only post-secondary educational institution in Canada that is solely dedicated to educating professionals for the health care system, we understand your needs for ongoing professional development, certification, and training.

Our reputation for excellence has been built on serving these needs. We strive to continuously provide quality program design and delivery to our thousands of students and employers.

Michener's Department of Continuing Education provides educational opportunities for health care professionals on a wide variety of topics. Program and course offerings can be found on our website at <http://michener.ca/> and in our Continuing Education brochure that is produced annually.

## Academic Code of Conduct

As a health care professional, you know that patients, co-workers, supervisors and other members of the health care team expect you to act in an ethical and professional manner. The Michener Institute believes that ethical and professional behavior also applies to the learning process. Thus, continuing education students are expected to conduct themselves with academic honesty and maintain the same level of professionalism and ethical behavior as they would in their place of work. Acts of academic misconduct will result in withholding of grades or suspension from a course or program.

The Office of the Registrar reviews all information and documentation relating to acts of academic misconduct and notifies the student in writing that their grade will be withheld or that they are being suspended from a course or program. Notice shall be given within five business days of the incident being reported to the Continuing Education Director.

### Examples of academic misconduct include, but are not limited to:

1. **Acts of plagiarism** – taking, using and submitting the thoughts or writings of another person as one's own. Appropriate referencing is essential.
2. **Impersonation** – having another individual represent oneself during an evaluation, examination or assignment.
3. **Cheating** – attempting to gain an inappropriate advantage in an academic evaluation. It can take many forms, including:
  - Obtaining a copy of an examination before it is officially available
  - Copying another individual's answer during an examination
  - Bringing an unauthorized source into an examination

Students may appeal suspension or withheld grades to the Academic Appeals Committee. Please contact the Registrar's Office for information on the Academic Appeals process:

**Registrar's Office**  
**416-596-3101 x 3000**  
[regoffice@michener.ca](mailto:regoffice@michener.ca)

## Online Learning

This guide has been designed for those students who are enrolled into a Continuous Enrollment course. A **Continuous enrollment course**: a course that is self-directed, you have **up to one year from the date of registration to finish the course at their own pace, unless otherwise specified**. For an example, if you registered on January 1, 2016 then all assignments and the exam must be completed by January 1, 2017).

**Failure to complete the course within the time frame will result in a failing grade.**

When a student enrolls for a continuous enrollment course they can expect to receive their online login/password information by email within 3 business days of registering for the course.

**Failure to complete the course within the time frame will result in a failing grade.**

During your studies, you will independently work through the course at your own time and pace using the course materials (if required) and your course notes. The course outline will provide you with the expectations, the weight of your assignments and exam, and the specific subjects that the course will cover. Each assignment will reflect each lesson in the course.

Information about your course tutor and his/her contact information will be emailed to you along with your online course registration information. You will notice that this individual is a healthcare professional who is thoroughly familiar with the course and experienced in the subject area. Your tutor will provide you with academic support, instruction when you have questions about the topic areas, assignments, marks, dates or sources of supplementary reference material.

## Online Courses

These courses are all available on a flexible and comprehensive e-Learning platform called Blackboard.

This is truly a great way for you to interact with classmates and your tutor from a distance. You can access course information, assignments and additional resources, send e-mails to your tutor, participate in discussion forums with fellow classmates.

All quizzes and the final exam are completed directly on Blackboard. Refer to your course outline for your tutor's specific instructions on getting started with the course, i.e.: submitting/completing any online assignments, course readings, obtaining any required textbooks, etc.

### ***Minimum System Requirements***

**PC:** Pentium III 700 MHz with Windows 2k/XP 256 MB RAM, 200MB free hard drive space, 56k modem and a connection to the Internet, a Java enabled browser version of at least Firefox 1.2, Netscape 7.2 or Internet Explorer 6.0, and Java version of at least 1.4.

**MAC:** Mac G4/iMac/iBook/PowerBook G4, Mac OS X 10.3, 256 MB RAM, 200MB free hard

drive space, high-speed internet connection (DSL, cable), a Java enabled browser - browser version of at least Safari 1.0, Netscape 7.2 or Firefox 1.4, and Java version of at least 1.4.

Word processing software and a configured printer are also recommended system requirements. You may need to download certain plug-ins for full course functionality and your Internet provider must be able to communicate at a minimum of 56k.

### ***Recommended System Requirements***

**PC:** Pentium IV 1GHz with Windows 2k/XP 512 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL cable) to the Internet, a Java enabled browser version of at least Firefox 1.4, Netscape 8.0 or Internet Explorer 6.0, and Java version of at least 1.4.

**MAC:** Mac G4/iMac/iBook/PowerBook G4, Mac OS X 10.4, 256 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL cable), a Java enabled browser - browser version of at least Safari 1.2, Netscape 8.0 or Firefox 1.4, and Java version of at least 1.4.

Word processing software and a configured printer are also recommended system requirements. You may need to download certain plug-ins for full course functionality and your Internet provider must be able to communicate at a minimum of 56k.

### **Textbooks**

Some courses require a textbook which is the responsibility of the student to purchase. Other courses will provide all of the course materials. Please refer to the course description and outline for further details

### **Final Grades**

The final grade is a weighted average of the assignments and the final examination. Specific grading details are described in the course outline.

Students who fail will receive an 'F' on their course record. If granted a supplemental exam and the student passes, the student will receive a '60S' grade. If the student fails the supplemental exam, he/she will receive a grade of 'SF' (supplemental fail). Please note: a minimum and maximum grade that can be attained in a supplemental exam is 60%. A grade of 60S (S=supplemental) will be reflected on the transcript for those who pass the exam.

**The student must achieve a minimum of 60% on the final exam in order to pass the course, regardless of the weighted total displayed in Blackboard Grade Centre.**

### **Grade Report**

Students can access grade reports on the Student Portal approximately 10 business days following course completion at: [www.michener.ca/portal](http://www.michener.ca/portal)

**To protect your privacy, no mark/grade information will be given over the telephone.**

## Certificates of Completion

Certificates of Completion will be emailed to you within 10 business days of completing the course.

## Transcripts

Official transcripts documenting your academic records at Michener are available from the Registrar's Office. Only courses with an evaluation or examination with a final grade are documented on a transcript. Seminars, videos, and workshops will not be included on the transcript. The cost is \$10 for the first transcript, with an additional charge for each extra transcript and courier deliveries.

Please also review the **Transcript Policy**: <http://michener.ca/discover-michener/policies/transcript-policy/>

For any transcript inquiries, please contact **Student Enrolment** at 416-596-3117 or [regoffice@michener.ca](mailto:regoffice@michener.ca).

## Student Feedback

Your feedback is important to us as we strive to meet the ongoing needs of our students in the applied health sciences. A link is sent to you at the end of the course or you can simply email us at [ce@michener.ca](mailto:ce@michener.ca).

## Assessments

### Assignments

Assignments are part of the on-going evaluation/learning process. As you complete each assignment, please submit it directly to your tutor according to their preferred method of submission. If assignments are not completed and submitted through Blackboard, please email your assignments to your tutor.

Please keep in mind the following writing format:

- word-processed
- double-spaced
- 12 point font
- include: your name, assignment number and course number on each assignment

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**Your tutor will need to review all of your assignments before you can take the final exam.**

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A grade of zero (0) will be assigned for any missing assignments that have not been submitted before the final examination.

## Examinations

All examinations are written online in Blackboard. Final examinations can only be taken

upon completion of the all assignments. Examinations must be completed before the course deadline.

Your final exam will be hidden in Blackboard until your tutor releases it for you. When you have completed all of your assignments, please email your tutor to advise that you are ready to take the final exam. Once the exam has been released in Blackboard, your tutor will send you a confirmation email informing you that the exam is available.

Please Note: Once you have access to the exam link, you may go ahead and write your exam anytime. Only 1 attempt will be permitted, lengths of exams vary according to course, however once the exam is started you will only have that allotted time to complete the exam. Please ensure that you have the proper system, plug-in and computer requirements!

## Supplemental Exams

A student may be granted the opportunity to write a supplemental exam after receiving a failing grade on the first attempt of the final exam. Only **one** supplemental exam will be offered.

Supplemental examinations may only be arranged under substantial circumstances, such as documented illness or impairment that affected your ability to successfully complete the course.

There is a **mandatory, non-refundable fee of \$75.00** to place a supplemental exam request. Students must submit the Supplemental Exam Request form along with payment to the Registrar's Office.

**Important**: It is highly advised that the student does not wait to write the final exam right before the course deadline. Supplemental exams must be scheduled no later than one month after the original exam date or expiry date, whichever is first.

## Support Services

### Blackboard Support

- **For Blackboard Support information, please access:**  
[www.michener.ca/students/library/blackboard-support](http://www.michener.ca/students/library/blackboard-support)
- **For issues regarding Blackboard or Student Portal support:**  
Monday – 8:00 am – 5:00 pm Call the Help Desk at 416-596-3101 x 3369  
Friday or email [bbsupport@michener.ca](mailto:bbsupport@michener.ca)

### Registrar's Office

Call: 416-596-3101 x 3000

Toll Free: 1-800-387-9066 x 3000

Fax: 416-596-3180, 416-596-3122

Email: [regoffice@michener.ca](mailto:regoffice@michener.ca)

### Continuing Education Administration Office

Call: 416-596-3101 x 3000

Toll Free: 1-800-387-9066 x 3000

Fax: 416-596-1207

Email: [ce@michener.ca](mailto:ce@michener.ca)

## The Michener Institute

Please feel free to visit <http://michener.ca/> for more information about our programs and services. You will find many useful links and handy instructions and tips for many aspects of your educational experience.

## Michener Closures

The Michener institute is closed on the following holidays:

Family Day	Good Friday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving	Christmas – New Years

## Department of Continuing Education Policies

### Withdrawal & Refunds

The Department of Continuing Education has a **strict** policy on withdrawals and refunds. Please refer to Michener's website for more details: [www.michener.ca/continuing-education/forms-policies/continuing-education-withdrawals](http://www.michener.ca/continuing-education/forms-policies/continuing-education-withdrawals).

### Extension Policy

Extensions are not granted in any continuous intake courses.

### Academic Appeals and Other Policies

Students dissatisfied with their grades may request a review and re-grading of the final exam for \$25 CAD **within 3 days** of receiving their final mark.

**All of The Michener Institute's Policies and Procedures are listed on the website at [www.michener.ca/ce](http://www.michener.ca/ce).**