



Distance Learning General Policies, Procedures and Information

NOTE: These general policies are applicable to all course registrations made September 1st, 2011 or after.

GENERAL DL

What is distance learning? Distance learning is an intentional learning experience where the student and the instructor are geographically separated. Alternative delivery systems are used since little or no face-to-face interaction generally occurs between the student and instructor. These delivery systems may include printed materials, CD Rom, internet and/or site visits. Courses may be completed independently or, to further enhance your learning experience, in partnership with one or more colleagues.

COURSE MATERIALS

How do I obtain my course materials? Course materials are mailed or emailed once the course registration is processed. Additional course texts or video media may be required for some courses, and information about how to purchase these materials will be included with your course study guide. In most cases, materials may be ordered from the Seattle Pacific University Bookstore and/or outside sources. Unless otherwise directed in your Study Guide, *please order all materials for your course **within one month of registering to ensure availability of materials.*** Bookstore orders can be completed online at: <http://spu.bncollege.com>.

Are there any alternatives to buying the course materials? In some cases CD's or books are produced by individuals or private companies and may not be available from any other source than the one identified. It is important to note that you will need access to all of the required materials to successfully complete the course. If you do not want to purchase the materials from the recommended sources, you are welcome to obtain them from other sources where possible. For example, you may check your local bookstore, library or borrow a text from a colleague. Some course DVD's can be found through video stores, Netflix or Amazon.com

INSTRUCTOR INFORMATION

How do I contact my instructor? The information needed to contact your instructor can be found in your Study Guide (syllabus). Please remember to honor the instructor's office hours (if provided) when phoning.

How do I get feedback on my coursework from my instructor? If you would like to receive your coursework back with the instructor's comments, be sure to include a self-addressed stamped envelope (SASE) when you mail your work in. **Make sure that the SASE is the proper size and has sufficient postage** or it will not be returned to you. Please note most instructors prefer that students not bind their coursework in clear plastic report covers with sliding fasteners.

ONLINE STUDENT ACCOUNT

All distance learning students are encouraged to set up a student account online to access student services. If you registered for your course online, you can use the login information you created to access the student portal Banner or to access your course registration through Online Registration. If you registered by phone or fax, please take time to follow the instructions below to set up your student account.

1. Access the main SPU homepage: <http://www.spu.edu>
2. Hold your cursor over the “Current Students” tab.
3. Select the “Banner” quick link. This is your entry point into SPU’s academic record database.

New Users: Click the “Are you a new user?” link and follow instructions to set up your account.

Previous Users: If you’ve previously logged into the Banner Info System use your username and password to log in. If you don’t remember your log in information, click the “Having problems logging in?” link from any login page for 24/7 online assistance.

Troubleshooting: Please contact the CIS Helpdesk at help@spu.edu or by calling 206-281-2982 during normal business hours.

4. Save your login information for future use!

Online Student Account Benefits:

SPU Distance Learning students have access to online student services through the SPU student portal - BANNER. Benefits of setting up your online account include:

- ✓ Access your student ID number
- ✓ View your course grades
- ✓ Print unofficial transcripts
- ✓ Order official transcripts online
- ✓ Access the SPU library online
- ✓ Update your contact information

Once Your Account Is Set-up:

Follow steps 1-3 above to login to Banner

From the **Student Menu** select the following options:

- Grades and Transcripts Menu
 - *Final Grades* to view course grades
 - *Academic Transcript* to view and print your unofficial transcript
 - *Request Printed/Official Transcript* to order a transcript online

From the **Personal Menu** select the following options:

- Personal Information Menu
 - *Your SPU ID Number* to find your ID number that can be used in place of your SSN
 - *Update Address and Phone* to report changes to your contact information
 - *Update Email Address*
- Computer Accounts Menu
 - *Update Your Username* and *Update Your Password* to manage your account
 - *Forward Your Email* – all SPU email correspondence will automatically be delivered to your new SPU email. You can select to have your SPU emails forwarded to a personal email.

From the **SPU homepage** - www.spu.edu:

Click on the *Library* link to access the library catalog or to research academic journals online

WITHDRAWAL

What if I must withdraw from the course?

You may withdraw from your course via the web or written request any time before your course due date. Refunds will only be given to withdrawals received within 21 days of the course start date. Withdrawn courses will not appear on your transcript.

Withdraw using Online Registration: (Online withdrawals are available even if you did not register for the course online)

- Log on to the SPU Distance Learning Online Registration using your student account (www.spu.edu/cpereregistration/CEDLGNRL)
- Click on "Manage Registrations"
- Click the "Action" box next to the course you wish to drop and select "Drop Via Flex-Reg"
- Click "Save" in the lower right corner of the screen

NOTE: Once you click "Save" the drop is final. Refunds will be made within 7 business days of your drop to the credit card used at the time of registration.

Withdrawal by Written Request:

Written requests must include the following information:

- Your full name
- SPU student ID number or SSN
- Address
- Phone number
- Course number and title
- Request for a withdrawal
- Signature

Mail or fax your request to:

Distance Learning Program
Seattle Pacific University
3307 Third Avenue West, Suite 215
Seattle, WA 98119

Fax: 206-281-2271

What is the refund policy on course withdrawals?

Requests made 0-3 days of course start date: 100% tuition refund

Distance Learning courses (yearlong courses):

Requests made within 21 days of course start date: 95% tuition refund

Requests made after 21 days of course start date: No refunds

Online courses (courses with set start and end dates):

Requests made within 7 days of course start date: 95% tuition refund

Requests made after 7 days of course start date: No refunds

What if I want to withdraw after the course due date?

No withdrawals will be accepted after your course due date. If the course work has not been completed, you will receive a "NC" grade, which will remain on your transcript but not affect your GPA.

If I withdraw, where do I return my course materials? If you do withdraw from the course, materials that were sent to you at no additional charge (e.g., Study Guide, software, journal articles, etc.) must be returned promptly and in their original condition to the Distance Learning office at the address above. Materials that you purchased from the SPU bookstore or from other sources are yours to keep or return. If you choose to return them, please follow the return policy on the "Required Materials" list that is included with these Introductory Pages.

DEADLINES & EXTENSIONS

How much time do I have to complete this course? Distance learning courses must be completed in one year unless noted otherwise in the course description. Your course due date is 365 days after the course start date you selected when registering for the course online, or by the date your mailed in registration was processed. Your course completion date can be found by logging in to the SPU Online Registration website and clicking on “Manage Registrations.”

Is there an extension policy?  extenuating circumstances prevent you from completing a course within the allotted time, you may request an extension. The extension must be requested before the original course completion date. A request for an extension must be sent, in writing, to the course instructor. Please include the following information in your letter:

- Your full name
- SPU student ID number or Social Security Number
- Address
- Phone number
- Course number and title
- Reason(s) for requesting the extension
- Signature

The instructor will make a recommendation to grant or deny the extension. The request is then forwarded to Student Academic Services (SAS). SAS has the final responsibility to deny or approve the request. If your request is approved, the course completion deadline will be extended for 90 days from your course due date. A formal letter of notification will be mailed to you from SAS within four weeks of the date you requested the extension. If your extension is approved, the letter will include your new deadline. A second extension is not permissible within academic integrity policies.

RUSH GRADE POLICY

If you require your coursework to be graded sooner than the three weeks allowed for an instructor to evaluate your work, please follow the directions below. There is a **RUSH grade Fee of \$60 per course** that needs a RUSH grade.

NOTE: Not all Distance Learning courses are eligible for a RUSH grade. A RUSH grade is **not** guaranteed and will be determined by the SPU’s Course Instructor/Grader’s availability. SPU policies ask that you allow up to *six weeks* from the time you submit your coursework for grading before the grade may appear on your transcript.

If you need to request a RUSH Grade:

Email the following information to: DLinfo@spu.edu

- Your request for a RUSH Grade
- Your Full Name
- SPU ID #
- Course Code (ex. EDCN 5000) and Course Title
- Deadline you need grade posted to your transcript by
- Contact Information (Email & Phone Number)

You will be contacted if your request for a RUSH grade was approved and further instructions for payment and submission.

GRADING & TRANSCRIPTS

How do I obtain a record of my grade after I have completed the course? SPU provides a record of your grade in three ways:

- **Grade Report:** A grade report will be sent out approximately six weeks after a grade has been submitted by the instructor.
- **Official transcripts** are \$5.00 per copy and can be requested online or in writing.
- **Online Ordering:** Log in to your Banner account here: <https://www.spu.edu/banweb/>. Choose Student Menu / Grades & Transcripts Menu / Request Printed/Official Transcript
- **Paper Request:** Fill out the Transcript Request form completely, making sure to check the appropriate box indicating that you are requesting an official transcript. Indicate on this form whether or not you would like the transcript held until your grade is posted. This will avoid the receipt of transcripts that have not yet been updated with recent grades. Submit your request *with the 5.00 payment* to Student Academic Services at the address printed on the form. **Note: Grades are posted to transcripts no sooner than five working days after the receipt of grades by SAS.**
- **Unofficial transcripts** are printed free of charge.
 - **Online Ordering:** Log in to your Banner account here: <https://www.spu.edu/banweb/>. Choose Student Menu / Grades & Transcripts Menu / Academic Transcript
 - **Paper Request:** Fill out the form completely, making sure to check the appropriate box indicating that you are requesting an unofficial transcript. Indicate on this form whether or not you would like the transcript held until your grade is posted. Mail the request to the address on the form.

What if I am trying to get my grade back in time for a deadline? If you have a specific date by which you need your grade, we recommend that you send in your transcript request early, asking that the transcript be held for processing until after the grade you need has been received. Then, allow a **minimum of six weeks** from the date your instructor receives your coursework for your transcript to arrive.

Note: Student Academic Services (SAS) is the only official source for verification of student registration, course completion and grades. University instructors are not permitted to supply this type of verification and will refer all requests of this nature to SAS.

COURSE EVALUATIONS

Is there a course evaluation to complete? A course evaluation will be emailed to you after your grade has posted for a course. Please take a few moments to fill this out and return it as we greatly value your assessment of this course!

ACADEMIC INTEGRITY

The structure and format of most distance learning courses presume a high level of personal and academic integrity in completing and submitting coursework. Individuals enrolled in an SPU distance learning course are expected to adhere to the following standards of academic conduct.

Academic Work: Academic work submitted by the individual (such as papers, assignments, reports, tests) shall be the student's own work or appropriately attributed in part or in whole to its correct source. Submission of commercially prepared (or group prepared) materials as if they were one's own work is unacceptable.

Aiding Honesty in Others: The individual will encourage honesty in others by refraining from providing materials or information to another person with knowledge that these materials or information will be used improperly.

Violation of these academic standards may result in the assignment of a failing grade and subsequent loss of credit for the course.

ADDITIONAL INFORMATION

What if I have additional questions about SPU policies or my distance learning course?

Questions about:	Contact:
Course content, assignments, extensions	Course Instructor Contact info is in course study guide
Registration, due dates	Distance Learning 800/482-3848 DLinfo@spu.edu
Transcripts, withdrawals, extensions	Student Academic Services 260/281-2032 sasinfo@spu.edu
Banner or Online Registration log in problems	CIS Help Desk 206/281-2982 help@spu.edu