

Welcome to the UW Gerontology Program ***Frequently Asked Questions...***

Why is the UW Online Gerontology Program offered as a “group start”?

Beginning each course with a cohort of students provides you with more opportunities for interaction with fellow students, as well as more opportunities for group discussions with your instructor. Your online group of colleagues can provide you with a rich online learning experience and ultimately support a more active learning environment.

Do we have a special time that we have to meet online?

No, students will start their courses as a group; however, courses and associated lessons are designed so that students meet *asynchronously*. This means that you do not meet in real time. You have deadlines for certain course assignments, and communicate with your instructors and your classmates via discussion boards or other means during times that are convenient for your schedule.

How long do I have to complete the course?

Students start the course at the beginning of each quarter and progress over a 10 week or one academic quarter period.

What should I do if I am not able to complete an assignment or required course work during the quarter?

As situations arise, remember to first communicate with your instructor about circumstances that may prevent you from completing required course assignments or activities. You should become familiar with UW Extension policies regarding online learning (See <http://www.extension.washington.edu/ol/handbook/handbook.asp>). Understanding and communicating about the policies surrounding your academic program will help you to navigate the road ahead.

I have been out of school for some time and worry about writing ‘college papers’....

First, remember the Certificate Program in Gerontology (CPG) is designed for adult learners, and you are not alone. Many returning students fear stepping back in any type of classroom after an extended period of time. The CPG course instructors are seasoned faculty members who are accustomed to working with students in a remote and online capacity and will provide the necessary guidance to help you be successful.

There is a natural inclination for many to fear writing ‘college papers’. This fear is unfounded and is easily overcome with practice. You may find in the beginning that the first writing assignments for a course appear challenging and time consuming. As you progress through your current and future courses, you will find writing papers becomes much easier and more natural. Fortunately, there are a variety of reliable and easily accessible online resources to help you with questions regarding paper formats, grammar, and research, the most accessible being the help tools in Microsoft Word.

When you sit down to write your papers and projects, remember that you are not alone, that you are writing to and with an audience of real people—most likely your course-mates and your instructor. Be sure to proofread your papers and to write with academic honesty. Use your own words and properly cite when using someone else’s words. These suggestions should help you succeed with your writing in this and other college courses. Check the following site for examples of the many sites available to support your writing:
<http://depts.washington.edu/owrc/WritingResources.html#WritingPaper>

POLICIES

How do I register for my courses?

After being accepted into the certificate program, you will receive a registration form for the upcoming quarter by e-mail from Stephanie Guerrero, UWEO Program Coordinator. Complete the registration form and return it with the tuition payment and all applicable fees as soon as possible. You can also call our Registration Department at 206-543-2310.

You are enrolled in the course only when your registration form and fees have been received by UW Extension.

You will receive a registration confirmation form, called a **transaction summary**, after you register. This form serves as a receipt for payment and provides withdrawal and refund deadline dates. The registration confirmation should be retained in a safe place since it provides proof of enrollment in a UW Extension course and contains your UW Extension ID number and class schedule.

When do I need to register for my courses?

Certificate students are responsible for registering and paying for all of the necessary courses in their program each quarter by the payment deadline. The payment due date is two weeks before the first day of class. Failure to register and pay by the payment deadline could result in the loss of your space in the course. For questions or concerns about the registration process, please contact UWEO Registration at 206-543-2310 or 800-506-1325.

Payment can be made in person, by mail, or if using a VISA or MASTERCARD credit card number, by fax or telephone. You can register in person at UW Extension Registration office, located at 4311 11th Ave., NE, Suite 100. (See full address below if you choose to mail your registration form.)

I want to withdraw from my course, what do I need to do?

A request to drop or withdraw from a course or certificate program must be submitted in writing to UW Extension Registration Services. Mail, fax or e-mail your request to:

UW Extension
Registration Services
uweoreg@extn.washington.edu
4311 11th Ave NE, Suite 100
Seattle WA 98105 USA
Fax: 206-685-9359

To be **official**, the request for withdrawal must include a signature if sent via mail; E-mail requests are acceptable only if the request comes from your e-mail account listed in our records. (Send your request via email to uweoreg@extn.washington.edu.)

PLEASE NOTE: Informing the instructor that you wish to withdraw is not sufficient; you must formally send your request through UW Extension. Not performing the work for the class and/or only notifying the instructor, is not an official withdrawal.

For *credit courses*, a 0.0 will be entered on your official transcript unless you *officially* withdraw from the course. The grade "W" will be assigned to any course you **officially** withdraw from between 14 days of registration and three weeks before the expiration date for your courses.

You may drop a class without restrictions during the first two weeks of the quarter. These dropped courses will not be recorded on your transcript. A \$20 change fee is charged beginning the Monday of the second week of the quarter. For a Noncredit course, an Unsuccessful Completion (USC) will be entered on your official record unless you **officially** withdraw. For more information on withdrawals, please see <http://www.extension.washington.edu/ol/handbook/completion.asp#withdraw>)

Will I receive a refund when I withdraw?

For group start, the 100% refund deadline is the day before the first day of class. If you withdraw from the course after the 15th calendar day, but by the 30th calendar day from the day you registered, you will receive a 50% refund, minus the registration fee. You must submit a written request to withdraw with or without a refund to UW Extension Registration Services, PO Box 45010, Seattle, WA 98145-0010, USA, or fax to 206-685-9359 or email to uweoreg@extn.washington.edu. To request a refund for the cost of all course supplemental materials, return the materials in new condition with a written refund request to UW Extension within 30 days of enrollment.

Once I am accepted into a program and enrolled in the first course, who do I contact with questions or concerns about my program?

If you have specific questions or issues relating to your role in the course, you can contact the Program Coordinator assigned to your program, **Stephanie Guerrero**, sguerrero@extn.washington.edu or 206-685-9586.

What is the UW Policy on Academic Honesty?

Students enrolled in University of Washington Extension courses are expected to observe the same code of academic honesty required of other University of Washington students. Violation of this code can result in academic penalties, such as receiving a failing grade in the course, and other disciplinary actions. Academic dishonesty includes, but is not limited to, cheating on examinations and plagiarism, the latter being defined as offering the language or ideas of someone else as one's own. Plagiarism may range from failure to credit isolated formulas, sentences, paragraphs or ideas to entire articles copied from books, periodicals, speeches, or the writings of other students.

Instances of academic dishonesty for **credit** courses will be handled by the University of Washington Committee on Academic Conduct. If evidence of academic misconduct is established, students will be given a failing grade for the course and any refund of tuition fees will be denied.

Instances of academic dishonesty for **noncredit** courses will be handled by an internal University of Washington Extension Committee on Academic Conduct. If evidence of academic misconduct is established, students will be given a failing grade for the course and any refund of tuition fees will be denied.

UW Extension's Online Learning Student Handbook includes the list below. Please refer to the link, <http://www.outreach.washington.edu/ol/handbook/handbook.asp>.

Getting Started

1. [How do I get started?](#)
2. [What kinds of courses do you offer?](#)
3. [When does my course start and end?](#)
4. [Will my online course require any classroom meetings?](#)
5. [How many online courses can I take at one time?](#)
6. [How do I purchase my textbooks?](#)
7. [What is a UW NetID and how do I set one up?](#)
8. [What are matriculated and nonmatriculated students?](#)
9. [Can I earn an undergraduate degree with UW Online Learning?](#)
10. [Can I use an online learning course to complete my undergraduate degree?](#)
11. [Will my online course affect my UW GPA?](#)
12. [Are University of Washington online courses accepted by other institutions?](#)
13. [Can online students use the UW libraries and other campus resources?](#)
14. [How do online students access library resources from off-campus?](#)
15. [Are online learning courses accessible to students with disabilities?](#)
16. [What are the technology requirements for online courses?](#)
17. [How do I report a change of address?](#)

Materials

1. [What materials will I receive with my online learning course?](#)
2. [When can I expect my materials?](#)
3. [I registered for a course with a video component, but I haven't received the video\(s\).](#)

Assignments

1. [How do I submit assignments?](#)
2. [What if my instructor is late in responding to my assignments?](#)
3. [May I submit multiple assignments?](#)

Examinations

Please note: Not all online learning courses will have an exam. Refer to your course introduction for additional information. You can find the introduction by selecting Courses or Certificate Programs from the menu on the left and then browsing to the course.

1. [How do I schedule/arrange for my exam?](#)
2. [When do I need proctor, and how do I go about locating one?](#)
3. [How do I get a proctor approved?](#)
4. [How do I arrange to have my exam sent to a proctor?](#)
5. [Why don't you e-mail or fax my exam to the proctor?](#)
6. [What do I need to bring to the exam?](#)

7. [What happens if I don't appear for my testing date?](#)
8. [Can I reschedule my exam?](#)
9. [Can I use a computer to take my exam?](#)
10. [How can I view the results of my exam?](#)

Grades

1. [How is my course graded?](#)
2. [What is a CEU?](#)
3. [How do I change my course grading option from numeric to satisfactory/not satisfactory?](#)
4. [Does my instructor have to submit my final grade before my course end date?](#)
5. [How and when will I receive my final grade?](#)
6. [I need to finish my course by a certain date in order to graduate, receive a pay raise, apply for a job, etc.](#)

Transcripts

1. [How do I obtain a transcript?](#)
2. [How does my course appear on my transcript?](#)

Extensions, Incompletes, Withdrawals

1. [What happens if I can't complete my course on time?](#)
2. [What happens if I can't complete my course at all?](#)
3. [How do I withdraw from my course?](#)
4. [Will I receive a refund when I withdraw?](#)

Additional Resources and Information

- [Study Tips](#)
- [Netiquette](#)
- [Disability Accommodation Services](#)
- [Family Education Rights and Privacy Act](#)
- [Libraries and Resources](#)
- [UW Education Requirements](#)
- [UW Rules and Regulations](#)
- [Teacher Certification Endorsement](#)
- [Academic Honesty Policy](#)