An introduction to your UC Berkeley Extension online course

Please refer to your welcome email for specific information about your enrollment. Read ALL of the information below to maximize your online educational experience and avoid potential problems. In addition to this document, review our Student Services information for additional policies and guidelines.

REFUND AND TRANSFER PERIOD
If, for any reason, you cannot continue in this course, you can request a drop/refund up to six (6) days after you enroll. To drop, log in to your UC Berkeley Extension student account and select My Enrollment History from the left-hand menu. Transfer requests are accepted only by phone during business hours Monday–Friday at (510) 642-4111. You have up to six (6) days after you enroll to request a transfer. If the sixth day falls on a weekend, the transfer deadline is the Friday immediately before the deadline.

ACCESSING YOUR COURSE
Your online education experience takes place through the two websites listed below. You will access both sites with the same user name (X00000) and password.

extension.berkeley.edu: Here, you will use your UC Berkeley Extension student account to enroll in, drop or withdraw from courses; view final grades; and order transcripts. You can also link to your online classroom here; look for the “Online class login” link under the View Online Resources column of your Student Home page.

elearning.berkeley.edu: Your online classroom resides here. You will log in to the online learning environment and complete all of your academic work here.

GETTING STARTED
One week before the course start date, you can log in to the online classroom system and student orientation course. The orientation course features a variety of tutorials on navigating your course site. For additional details, watch this short tutorial.

On the first day of your course, you can enter the online classroom. Be sure to read the course syllabus immediately to understand the course goals and instructor expectations. Review any announcements or scheduled items in the calendar. Please contact your instructor with any questions.

COMMUNICATION AND PARTICIPATION
As you work through your course, you will use a course mail system to communicate with your instructor. Communication and participation may also include discussion forums, drop-box submissions, quizzes, group projects, and office hours. Course participation will be part of your course grade.

On the course end date, your online course converts to read-only access, even if you have not completed your coursework or taken your final exam.
COMPLETING YOUR COURSE

If your syllabus indicates that your course includes a proctored final exam, review the final exam procedures. To select a proctor for the exam, log in to your Extension student account to select an examination center or to propose a proctor. You must receive a satisfactory grade on the final exam to pass the course. Check your course syllabus for specific grading information.

Your instructor has up to two weeks to grade your final exam and submit your overall course grade. It will take additional time beyond that before your course grade is displayed in your UC Berkeley Extension student account. Keep this in mind if you need to provide course completion documentation to another institution (for acceptance to graduate school, for example).

You will receive a grade upon completion or upon your course end date. If you do not wish to receive a letter grade, you must request a Pass/Not Pass option from your instructor or withdraw before the end date of your course and before taking the final exam. To withdraw, log in to your UC Berkeley Extension student account and look for the Request Withdrawal button under My Enrollment History. A “W” will appear on your permanent student record and transcript to indicate that you withdrew without academic penalty.

TECHNOLOGY REQUIREMENTS

You will need a desktop or laptop computer running either Windows or Mac OS to view course materials and assignments. Although certain aspects of courses are viewable on mobile devices, a desktop or laptop computer with a high-speed Internet connection is required for full functionality.

SUPPORT ALONG THE WAY

- Log in to your UC Berkeley Extension student account to do any of the following:
  - Change your password.
  - Update your contact information.
  - Request a drop or withdrawal from a course.
  - Nominate or select a proctor for your final exam.
  - Request approval to take a final exam.
- For technical support with your online course, call (866) 786-8197 or email onlinehelp@berkeley.edu.
- For policies and procedures related to transfers, withdrawals, grades, cancellations, refunds, accommodations for disability, transcripts and more, see the UC Berkeley Extension Student Services information.

We want your online course to be an enriching and rewarding experience. If you have questions or need assistance, please contact the Online Learning program coordinator for your department or discipline.

Sincerely,
UC Berkeley Extension