An introduction to your UC Berkeley Extension online course!

Please refer to the welcome email you received for specific information about your enrollment. Read ALL of the information below to maximize your online education 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 or transfer up to six (6) days after your course start date. 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. 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.
NOTE: You will log in to both sites with the same user name (X00000) but different passwords.

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

onlinelearning.berkeley.edu: Your online classroom resides here. You will log in to the online learning environment and complete all of your academic work here. Please wait one hour after enrolling before trying to access your online classroom.

To access the classroom for the first time: Click the “First Time Logging In?” link to set up a password. On the next screen, enter your Extension student account ID (X number) as your Username, then click the Request Password button. An email will be sent to you with instructions on how to set up a password. Please check your spam folder if you don't see it in your IN box within 15 minutes. Once you have created a password, go back to onlinelearning.berkeley.edu. Enter your Extension student account ID (X number) in the Username field and your new password in the Password field, then click the Log In button.

GETTING STARTED
On the first day of your course, log in to onlinelearning.berkeley.edu and find your course by clicking on the Courses icon on the left-hand menu. Once in the course, review the front page and click on Begin Orientation. There, you will find tutorials that will familiarize you with the classroom interface and policy information that you must read before you can continue in the course. 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, web conferencing 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 choose 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 course grade 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.

SUPPORT ALONG THE WAY
- Log in to your UC Berkeley Extension student account to do the following:
  - Update your contact information.
  - Request a drop or a withdrawal from a course.
  - Nominate or select a proctor for your final exam.
- For technical support with your online course, call (855) 308-2758 or email support@canvas.com. Technical support is available at any time from within the course by selecting the Help icon on the left-hand menu.
- 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