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 educational experience and avoid potential problems. In addition to this document, please 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. 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 courses, drop or withdraw from courses, view your final grades, and order transcripts. You can also access your online classroom here; look for the Online class login link under the 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.
COMMUNICATING WITH YOUR INSTRUCTOR
As you work through your course, you will interact with your instructor through the course mail system, in online discussion forums and in optional weekly office hours via online chat. You will submit assignments and receive instructor responses through assignment drop boxes.

Online courses include discussion forums in which students respond to instructor questions and each other. In most courses, your participation in online discussions is part of your grade. Your thoughtful reflections and respectful engagement with others and their ideas may prove to be a key part of your learning experience.

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. If you need to arrange 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 final 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 after you complete the course or when the course end date occurs. If you do not wish to receive a letter grade, you must request a Pass/Not Pass option from your instructor or withdraw. 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 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 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.
  - Change your grading options.
  - Request a drop or withdrawal from a course.
  - Nominate or select a proctor for your 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