UNIVERSITY OF TORONTO SCHOOL OF CONTINUING STUDIES

Frequently Asked Questions: Faculty of Medicine's Online Courses at the School of Continuing Studies

Before You Register

Before contacting the University of Toronto School of Continuing Studies or your instructor, please familiarize yourself with the following information in order to better identify who can assist you if you have a request.

The following courses are taught by the Faculty of Medicine. They are supported administratively by the School of Continuing Studies.

SCS 2159 Basic Human Physiology
SCS 2472 Biochemistry with a Medical Perspective
SCS 2900 Pharmacology: Principles and Clinical Applications
SCS 3031 Introduction to Medical Microbiology

Although there are no formal pre-requisites for these challenging courses, good standing in a human biology course at the senior secondary or introductory university level is highly recommended. For SCS 2472 Biochemistry with a Medical Perspective, a first-year university introductory chemistry course is also recommended.

Before registering, students planning to use this course for admission to any academic program are strongly advised to get written confirmation from the institution to which they are applying whether this course meets the prerequisites of their intended degree program.

Course Content

For questions related to the course content, your assignments, test(s) or postings, please read the course website, which is updated regularly:

http://www.onlinebiochemistrycourse.com/
http://onlinephysiologycourse.med.utoronto.ca/scs2159.html
http://onlinepharmacology.med.utoronto.ca/

Further questions should be directed to the instructors directly.

Registration

Online registration with payment by credit card is available on the School of Continuing Studies website:
http://learn.utoronto.ca/courses-programs/online-distance-learning

For any issues regarding registration such as a request for a transfer, withdrawal, tax receipt or a transcript, please contact the School of Continuing Studies' Student Services directly: learn@utoronto.ca or call 416.978.2400, press 2.

Withdrawal from the Course

The full amount of your tuition fee will be refunded if the withdrawal takes place within 15 business days following general release of the online password. Sorry, no refund can be given after this deadline.

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SCHOOL OF CONTINUING STUDIES

Blackboard Learning Portal and System Requirements

What is the Blackboard Learning Portal?
All faculties of the University of Toronto use the Blackboard learning management system for online courses. In-class instructors also use this system to enhance their learners' experience.

Click here for more information about the Blackboard Learning Portal:
http://www.portalinfo.utoronto.ca/content/information-students

What Does My Computer Need In Order To Use The Blackboard Learning Portal?

High-Speed Internet Connection
You need access to a reliable high-speed internet connection on your own computer or a public computer. Minimum speed: 280 Kb / sec. (280 kb / sec = approx. 2.24 mb /sec. You can verify your internet speed free at www.speedtest.net.)

To ensure compatibility with the various software technologies used in online courses, the following is a list of recommended operating systems and web browsers to access the Blackboard Learning Portal.

Windows
- x86-compatible PC running Microsoft Windows XP / Vista (32-bit or 64-bit)/ 7 (32-bit or 64-bit)/ 8 (32-bit or 64- bit). Be sure to update your Windows system regularly.
- **Recommended Web browsers**: Internet Explorer 8 or higher, Firefox latest release, Chrome latest release. Do not use any Internet Explorer 64-bit version to avoid compatibility problems.

Apple
- Apple Macintosh running Mac OSX 10.6 "Snow Leopard" or later
- **Recommended Web browsers**: Safari 4.0 or higher, Firefox latest release, Chrome latest release.

  For more information about the operating systems and web browsers supported by Blackboard, please visit http://kb.blackboard.com/x/1IIQAw

Will I Need To Install New Software To Take An Online Course?
These courses use audiovisual materials that require programs such as Windows Media Player, Acrobat Reader, RealPlayer, VLC Media Player, Adobe Flash, Java and Collaborate. These are free and when you are enrolled in an online course, the School of Continuing Studies will give you instructions on how to download the latest version of these programs, as well as how to add any others that may be required later. You can preview some of these audio-visual features on the websites of the courses, listed above, under "Orientation Materials".

If you have further questions about software requirements, please contact the School of Continuing Studies at elearning@utoronto.ca or by phone at 416.978.3880.

Whom Do I Contact for Help with Blackboard and My Computer System?
If you have any problems accessing Blackboard or questions concerning equipment and platforms, please contact the Digital Learning Department of the School of Continuing Studies by email: elearning@utoronto.ca or phone: 416.978.3880. Office hours are Monday to Friday, 8:30 am to 5:00 pm (July, August: 8:30 am to 4:30 pm). We commit to replying to you within two business days.

Each week, please check the newly released videos as soon as possible, so that any technical problems can be dealt with in a timely way.

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SCHOOL of CONTINUING STUDIES

After Registration

When Will I Receive Information About Accessing My Course?
Approximately seven business days prior to the start date, information about accessing your online course will be sent to the email account that you used to register with the School of Continuing Studies. If you are a late registrant, access information will take three business days to generate. If you have not received your course access information within the timeframes mentioned above, please contact the School of Continuing Studies Digital Learning Team by phone 416.978.3880 or by email elearning@utoronto.ca.

What If My Course Is Not Listed When I Log In To Blackboard?
A. You may be logged in using credentials (UTORid and password) that were sent to you in previous semesters. Please make sure you are signing in using the credentials that are sent to you from elearning@utoronto.ca for your current course. If you do not have that information, please contact the School of Continuing Studies at elearning@utoronto.ca or by phone at 416.978.3880.

B. Your instructor may have decided to make the course unavailable until the official start date of the course. Please wait until the start date of your course to see your course listed in the Blackboard Learning Portal. If you do not see it by then, please contact the School of Continuing Studies at elearning@utoronto.ca or by phone at 416.978.3880.

Am I Entitled To Access The University's Wireless (Wifi) Network On The Campus?
Yes, when you are on any of the U of T campuses, you can connect to the "UofT" network. You will be asked to enter your username and password. These are your UTORid and the password associated with it.

If you are having difficulties accessing the wireless network, please verify your UTORid and password using the following link: https://www.utorid.utoronto.ca/cgi-bin/utorid/verify.pl

Examinations and Final Grades

How And Where Do I Write Exams?
Final examinations, where applicable, are conducted at locally situated, proctored exam centres. Exam can be taken almost anywhere in the world. See the Exam Application form posted within your course on the Blackboard Learning Portal for more information.

Examinations are held in the morning and the afternoon. If you are taking two courses, your exams will be staggered, one after the other. If you are taking more than two, contact the School to make special arrangements. There is a supplementary charge of Cdn $125 for students outside Canada and the U.S.

How Do I Register To Write My Exam?
Complete the examination form included in the Blackboard Learning Portal, and submit it by the deadline stated on the form. We will acknowledge your request within two weeks of receiving it, and a reminder with information about the exam location will be sent to you two weeks prior to the exam date. Please note: the deadline for applying for an examination is soon after the course starts.

If I Cannot Write The Exam On The Scheduled Date, What Are My Options?
If you are unable to write a scheduled exam for a serious reason, you may apply to write an alternate exam in the next scheduled exam period. The fee for this service is Cdn $150 and the application form is found here. Or call 416.978.2400 and we will mail one. Please note that if you fail a final exam, you are not eligible to write an alternate. You will have to take the course again and complete all materials from the beginning of the course again.

Where Will My Final Grade Be Posted?
Your final exam mark and the final course grade will not be posted in the Blackboard Learning Portal. You can view your final mark course grade by accessing your student account on the website of the School of Continuing Studies: https://2learn.utoronto.ca/uoft/portal.

When Will My Final Grade Be Posted?
Your final grade is posted in your student account at the School within 60 calendar days after the exam: https://2learn.utoronto.ca/uoft/portal.

How Can I Receive A Grade Report?
A downloadable "grade report" for the course is posted in your student MyAccess account at the School within 60 calendar days after the exam. You can log in to your account through the MyAccess login page: http://learn.utoronto.ca/login

If you require an official transcript of your entire academic history at the School, you can apply for one by using the application form at the link below: http://learn.utoronto.ca/wp-content/uploads/2011/08/Transcript-Application-Form.pdf

In the case of SCS 2900 Pharmacology: Principles and Clinical Applications, the transcript comes with an official form letter from the Department, describing the course.

If you require a letter of completion without a grade, or further documentation regarding your course, please email learn@utoronto.ca with your request.

Can I Receive Tax Credit?
Please read the information here carefully: http://learn.utoronto.ca/how-to-register/fees-tax-information.