



**THE MICHENER INSTITUTE
FOR
APPLIED HEALTH SCIENCES**

Department of Continuing Education

Distance Education Handbook

Revised September 2010

THE MICHENER INSTITUTE FOR APPLIED HEALTH SCIENCES

MISSION

The Michener Institute (Michener) exists to advance applied health sciences and associated professionals in order to enhance the health of individuals and communities in Ontario and beyond.

These Ends will be achieved in a cost effective manner. Good stewardship of resources will be demonstrated. Resources necessary to achieve our desired results will be fully pursued.

VISION STATEMENT

Michener is a centre of excellence for the advancement of applied health sciences education.

BEST EXPERIENCE, BEST EDUCATION

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GENERAL INFORMATION

Thank you for choosing *The Michener Institute for Applied Health Sciences* for your distance education needs. It is our aim to provide you with a quality learning experience and your input is always welcome.

As the only post-secondary educational institution in Canada that is solely dedicated to educating professionals for the health care system, we understand your needs for ongoing professional development, certification and training. Our reputation for excellence has been built on serving these needs. We strive to continuously provide quality program design and delivery to our thousands of students and employers.

Michener's Department of Continuing Education provides educational opportunities for health care professionals on a wide variety of topics. Program and course offerings can be found on our website at <http://www.michener.ca/ce> and in our Continuing Education calendar that is produced annually.

DISTANCE EDUCATION

Distance education courses are available either in print-based correspondence packages or online.

All students enrolled in a distance education/online course that is less than one year in length have up to one year to write the exam and complete the course. Failure to complete the course within the desired time frame will result in a Failing grade. The Department of Continuing Education must be notified in writing if you wish to request for an extension.

All materials that are sent to you by Michener, or by your tutor, will be sent to your door pre-paid. You will only need to pay for the items that you send, either to your tutor or to Michener. You are also responsible for any additional textbooks that you purchase and long distance phone calls that you make. Don't forget that within Canada Michener has a toll-free number! **(1-800-387-9066)**.

PRINT-BASED CORRESPONDENCE COURSES

Print-based correspondence courses provide you with course outlines, reference notes, self-assessment questions and assignments as well as a final examination. You can study at your own pace, but must complete the course within 1 year of your course registration date (for example: if you registered on January 1, 2009 then all assignments and the exam must be completed by January 1, 2010).

Your package will include a check-list of the items included. Please ensure that you have received all your materials.

If an item is missing, please contact the Distance Education Office at 416-596-3101 ext. 3308, or 1-800-387-9066 ext. 3308 (inside Canada), or e-mail: de@michener.ca

Please note that this is not a customer service line, so please leave a message and slowly and clearly state your first name, your last name (please spell), the course code and your student ID if you have one. You will be contacted within 2 business days.

If you have enrolled in a course that requires a tutor, you will find a brief introductory letter in your package and/or a Tutor Contact Information Sheet. You will notice that this individual is a healthcare professional who is thoroughly familiar with the course and experienced in the subject area. Your tutor provides you with academic support, instruction and encouragement as well as grades your assignments, examinations and projects.

You are encouraged to communicate with your tutor, using the preferred mode of communication indicated on your Tutoring Contact Sheet, when you have questions about the topic areas, assignments, marks, dates or sources of supplementary reference material.

Please submit assignments directly to your tutor for marking. The turnaround time for assignments (mailing, marking and recording marks) is approximately four weeks.

ONLINE COURSES

This format allows you to participate in courses using a computer, modem and an Internet account. These courses are available on Blackboard – a flexible and comprehensive e-Learning software platform.

This is truly a great way for you to interact with classmates and your instructor from a distance. You can access course information and assignments, send e-mails to your instructor, participate in discussion forums with fellow classmates, and link to other resources.

Online courses are usually 12 weeks in length and offered on a semester basis. You will be e-mailed a username, password and instructions on how to access Blackboard

On-line courses are led by a facilitator. You may be required to participate in on-line discussions either asynchronously or synchronously and submit assignments at regular intervals.

MINIMUM SYSTEM REQUIREMENTS ARE AS FOLLOWS:

PC: Pentium III 700 MHz with Windows 2k/XP 256 MB RAM, 200MB free hard drive space, 56k modem and a connection to the Internet, a Java enabled browser version of at least Firefox 1.2, Netscape 7.2 or Internet Explorer 6.0, and Java version of at least 1.4.

MAC: Mac G4/iMac/iBook/PowerBook G4, Mac OS X 10.3, 256 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL, cable), a Java enabled browser - browser version of at least Safari 1.0, Netscape 7.2 or Firefox 1.4, and Java version of at least 1.4.

Word processing software and a configured printer are also recommended system requirements.

You may need to download certain plug-ins for full course functionality and your Internet provider must be able to communicate at a minimum of 56k. Note that Internet connections are not required, but are recommended, for CDROM-based courses.

RECOMMENDED SYSTEM REQUIREMENTS

PC: Pentium IV 1GHz with Windows 2k/XP 512 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL, cable) to the Internet, a Java enabled browser version of at least Firefox 1.4, Netscape 8.0 or Internet Explorer 6.0, and Java version of at least 1.4.

MAC: Mac G4/iMac/iBook/PowerBook G4, Mac OS X 10.4, 256 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL, cable), a Java enabled browser - browser version of at least Safari 1.2, Netscape 8.0 or Firefox 1.4, and Java version of at least 1.4.

Word processing software and a configured printer are also recommended system requirements.

You may need to download certain plug-ins for full course functionality and your Internet provider must be able to communicate at a minimum of 56k. Note that Internet connections are not required, but are recommended, for CDROM-based courses.

TEXTBOOKS

Many courses have a required textbook which must be purchased by the student. The required textbooks, noted in the course outline can be found at the following bookstores. Contact them to find out about prices for books. The Michener Institute does not have this information. Be certain that you have the edition that is recommended in the course listing!

University of Toronto Bookstore

Koffler Centre (St. George Campus)
214 College Street
Toronto, Ontario
M5T 3A1

Hours of Operation

Monday to Friday	8:45 am to 6:00 pm
Saturday	Closed

Phone: 416-640-7900
Toll Free: 1-800-665-8810
Fax: 416-640-5336

info@uoftbookstore.com
Website: www.uoftbookstore.com

Chapters/Indigo

Locations across Canada.

Toll free: 1-800-832-7569
(Monday to Friday 9:00am-7pm)

Website: <http://www.chapters.indigo.ca>

McMaster University Bookstore

1280 Main Street West
Hamilton, Ontario
L8S 4L8

Hours of Operation

Monday to Friday	8:30am -4:30pm
Saturday	11:00am-3:00pm
Sunday	Closed

Phone: 905-525-9140 ext. 24751
Toll Free: 1-800-238-1623 (Canada Only)
Fax: 905-572-7160

bookstr@mcmaster.ca
Website: <http://titles.mcmaster.ca>

Amazon Canada

Website: www.amazon.ca
(online ordering only)

DEPARTMENT OF CONTINUING EDUCATION POLICIES

WITHDRAWALS AND REFUNDS

The Department of Continuing Education has a strict policy on refunds for live, correspondence and on-line courses.

If you wish to withdraw from a continuing education course please send your signed request in writing to Student Enrollment, either in-person, by mail or by fax to 416 596-3180 or 416-596-3122. Please include the course code, your current address and phone number as well as email address. **Unless stated otherwise**, withdrawals are subject to the following charges:

Live Courses

Two weeks prior to the start date: Refund minus \$75 provided that the written and signed request has been received two weeks prior to course date, that course material is returned intact, unopened and in its original condition**. Learners are responsible for any return postage and handling costs.

Day of course: No refund unless signed request is accompanied by a signed Doctor's note.

After the start date: No refund

Correspondence Courses

Prior to the start date: Refund minus \$75 provided that the course material is returned intact, unopened and in its original condition prior to the start date* to The Michener Institute**. Learners are responsible for any return postage and handling costs.

After the start date: No refund

*Start dates for correspondence courses are considered to be 5 days after the course material is sent.

On-Line Courses

With course materials: Refund minus \$75 provided that the course material is in its original intact condition, unopened and returned to the Michener Institute within 5 days of receiving the course material**. Students are responsible for any return postage and handling costs.

Without course materials: No refund after the start date*.

* Start date for online courses (without course materials) are considered to be the day of registration.

**** Course materials should be returned to:**

The Michener Institute for Applied Health Sciences
Department of Continuing Education, Room 503
222 St Patrick Street
Toronto, ON M5T 1V4 Canada

PLEASE NOTE: Refunds require a minimum of 2-3 weeks to be processed.

ACADEMIC CODE OF CONDUCT

As a health care professional, you know that patients, co-workers, supervisors and other members of the health care team expect you to act in an ethical and professional manner. The Michener Institute believes that ethical and professional behaviour also applies to the learning process. Thus continuing education students are expected to conduct themselves with academic honesty and maintain the same level of professionalism and ethical behaviour as they would in their place of work. Acts of academic misconduct will result in withholding of grades or suspension from a course or program.

The Office of the Registrar reviews all information and documentation relating to acts of academic misconduct and notifies the student in writing that their grade will be withheld or that they are being suspended from a course or program. Notice shall be given within five business days of the incident being reported to the Continuing Education Director.

Examples of academic misconduct include, but are not limited to:

1. Acts of plagiarism - taking, using and submitting the thoughts or writings of another person as one's own. Appropriate referencing is essential.
2. Impersonation - having another individual represent oneself during an evaluation, examination or assignment.
3. Cheating - attempting to gain an inappropriate advantage in an academic evaluation. It can take many forms including:
 - Obtaining a copy of an examination before it is officially available
 - Copying another individual's answer during an examination
 - Bringing an unauthorized source into an examination

Students may appeal suspension or withheld grades to the Academic Appeals Committee. Please contact Student Enrolment for information on the Academic Appeals process:

Student Enrolment
416-596-3101 x 3000
info@michener.ca

EXAMINATION /INVIGILATION POLICY

Distance Education students who live within 100 km of The Michener Institute must write examinations at The Michener Institute.

Distance Education students who live outside 100 km of The Michener Institute, are eligible to write examinations at an educational institution (high school, college, university) an affiliated clinical site or at The Michener Institute.

For Distance Education students who are writing at an educational institution other than The Michener Institute:

- All arrangements with the proctor and institution are the responsibility of the student.
- Students are responsible for ensuring that the proctor sends the "Proctor Form" to The Michener Institute at least 2 weeks prior to the requested examination date to allow sufficient time for processing.

- The Michener Institute must approve the proctor and invigilation site. Students will be informed within 3-5 working days if their proctor is not approved. In this case, the student will be required to locate another proctor. Proctors who are approved will be sent examination packages 1-2 days before the examination date by the Distance Education Administration Office.
- The proctor must indicate acceptance of responsibility and agree, in writing, to abide by the examination regulations by filling out the "Proctor Form", signing it, and having it witnessed.
- Any associated costs are the responsibility of the student.
- The Michener Institute's "Examination Rules and Regulations" and "Invigilation Policy and Procedures" will be strictly enforced.

Proctors must be professional representatives from a university, college or high school or regulated health care professional, holding a current license from their respective regulatory college. A proctor must not be a direct supervisor, colleague, relative, friend or another student.

If, for any reason, a proctor cannot be arranged, arrangements will be made to write the exam at The Michener Institute.

The policy for the invigilation of supplemental examinations or missed compulsory evaluations will be the same as outlined above.

Should a student be unable to locate a suitable location to write a computer-based examination due to the unavailability of appropriate computers, the matter will be resolved by the Continuing Education Manager.

COURSE COMPLETION/EXTENSION POLICIES

You have a full year, from the date of registration, in which to complete your course. Should you require an extension of the course completion date please fax your request to the Registrar and Student Enrolment office at 416 596-3122. There is a \$30 processing fee for this request. You must contact the Registrar and Student Enrolment Office at 416-596-3101 x 3000 to make this payment. We accept Visa, MasterCard, money order, cash, or debit. Please note that Michener does not accept personal cheques. Extensions are granted by the Department of Continuing Education for up to 3 months, otherwise stated.

Once your letter and payment have been received, your request will be reviewed by the Continuing Education Manager. You will receive a confirmation via email indicating your approval status on your request.

ACADEMIC APPEALS AND OTHER POLICIES

You can find all of The Michener Institutes Policies and Procedures listed on our website at: www.michener.ca/ft/academic_rules_regs.php

ASSESSMENT

ASSIGNMENTS

For many courses, assignments are part of the on-going evaluation/learning process. As you complete each assignment please forward directly to your tutor.

Please keep a copy of your assignment, in the case of unexpected problems with the mail.

Your tutor will need to have reviewed all of your assignments before you can take the final exam. Unfortunately, you will receive a mark of zero for any assignments received after the final examination date, and your exam will not be marked.

Assignments must be word-processed, double-spaced, and in 12 point font. Please use only one side of each sheet of paper and be sure to include your name, assignment number and course number on each assignment. If you are unable to follow any of these requirements, please notify your tutor at the beginning of the course.

Please submit your assignments, using the mode of communication outlined in the Tutor Contact Information Sheet. In most cases, tutors have access to a fax and/or email, where you may submit your assignments. You may also contact your tutor to discuss these options.

The expected turn-around time for each assignment (mailing, marking and recording the marks) is approximately four weeks.

EXAMINATIONS

In most cases, a final examination is written upon completion of the course work. This examination must be written in order to receive a final grade. Failure to write the examination will lead to a failing grade. When you are ready to write your exam, specific arrangements will need to be made.

The student is permitted to reschedule the examination date one time only.

EXAMINATION AND GRADE INFORMATION

PROCEDURE

At Michener (within 100km of Michener)

Please complete and fax the Exam Booking Form at 416-596-1207. You may request a form from the Distance Education office at de@michener.ca.

At An Approved Site (outside of the 100km limit of Michener)

The Proctor Form will be distributed to the students along with course materials at the start of the course.

The student will locate a proctor and site (refer to Examination/Invigilation Policy). The proctor is responsible for completing the "Proctor Form" and returning it to Michener as soon as possible. Should The Michener Institute not approve the proctor and/or site, the student must locate an alternate proctor and/or site. Please note that sites must provide the appropriate technical equipment required for the course.

Michener does not permit any form of payment to be made to proctors and/or proctored sites.

All examination materials will be forwarded to the proctor.

INSTRUCTIONS

Please follow the Examination Rules and Regulations that will be on the cover of the examination booklet.

- Sign the cover of the exam, acknowledging the examination rules and regulations and the following statements on the cover of the examination booklet:

S A M P L E	
I have been informed of the examination regulations and am aware of any repercussions as a result of my actions during the exam.	
_____ Signature of Student	_____ Date
THIS EXAM WILL NOT BE MARKED IF NOT SIGNED BY THE STUDENT	

For proctored exams, the proctor will put all examination materials in a sealed addressed envelope (supplied) and return it by courier to The Michener Institute within 24 hours of the exam date.

A student may be granted the opportunity to write a supplemental exam, if given a failing grade on the first attempt of the exam. Only one supplemental exam will be offered. Supplemental examinations may only be arranged under substantial circumstances, such as documented illness or impairment that affected your ability to successfully complete the course. You must submit a request in writing along with payment information to the Distance Education Administration Office within four weeks of the issuance of your final grade. Once your request is approved by the Continuing Education Manager or Director, a mandatory fee of \$30 will be charged to process your supplemental examination date. Additional fees may be charged depending on the time needed for re-writing and re-marking your examination.

FINAL GRADES

A final course mark of 60% is required to pass the course. The final mark is a weighted average of the assignments and the final examination. As well, a mark of 60% must be obtained on all assignments and the final examination in order to pass the course. This is described in more detail in each course outline. If you receive a failing grade your transcript will read 'F'. If you are granted a supplemental exam and you pass, your grade will be '60S'; fail the exam your grade will be 'SF'. Please note: a minimum grade of 60% is required to pass the supplemental exam.

At the end of each course, a grade report will be sent to your home address within 4-6 weeks of completion of the final examination. This will not be sent if any fees are outstanding (i.e. tuition, library fines), or if any materials for which there is a refundable deposit have not been returned.

To protect your privacy, no mark/grade information will be given over the telephone.

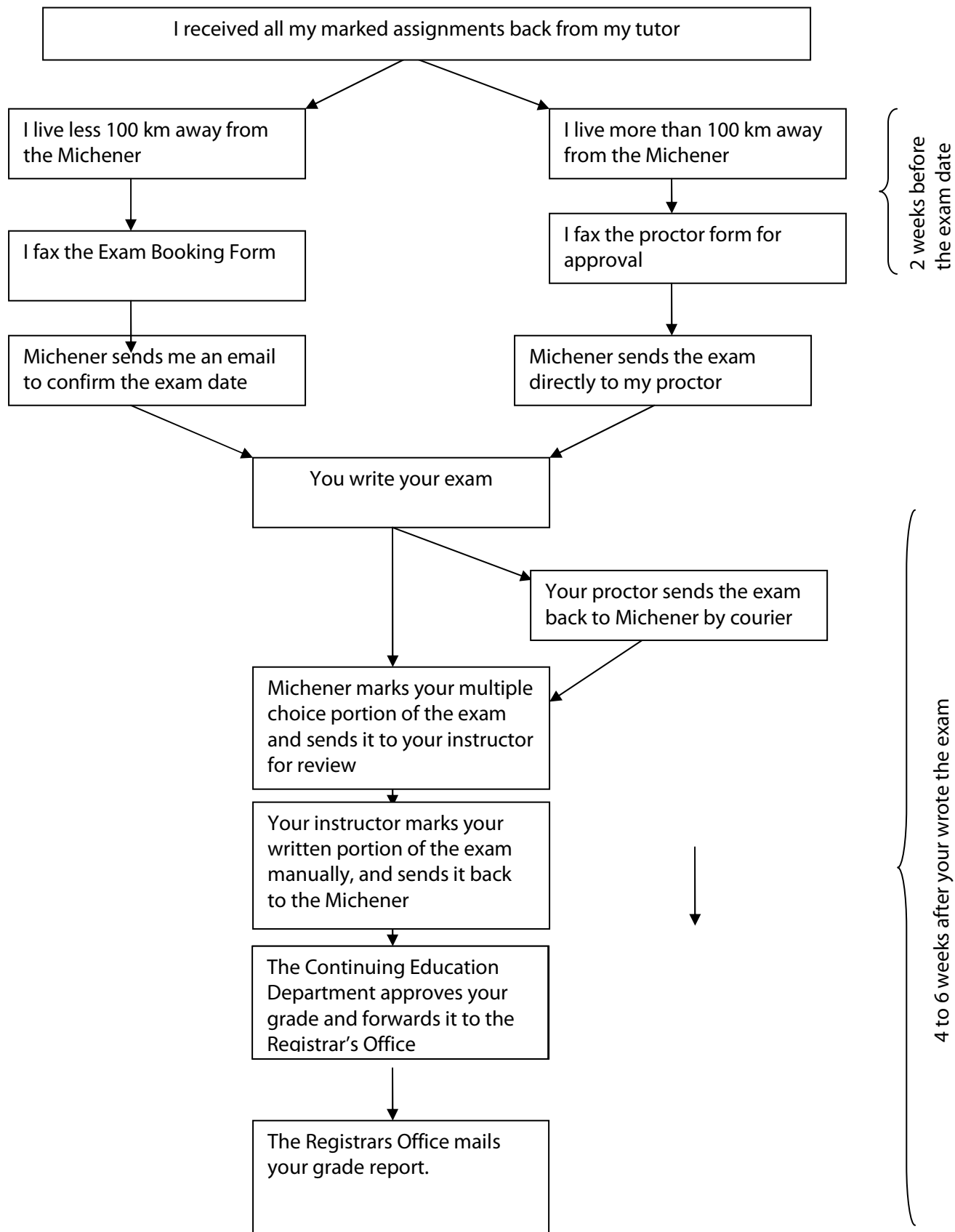
TRANSCRIPTS

Official transcripts documenting your academic experience at Michener are available from the Office of the Registrar. Only courses with an evaluation or examination are documented on a transcript. The cost is \$10 for the first transcript, with an additional charge for each extra transcript. Transcripts will only record the history of courses you took that had a final grade. Seminars, videos, and workshops will not be included on the transcript.

To order a transcript, please complete a Transcript Request Form, which can be accessed on Michener's webpage: <http://www.michener.ca/pdf/transreq.pdf>. Further transcript procedures and fee information can also be accessed on the provided link.

Please also review our Transcript Policy: http://www.michener.ca/pdf/TranscriptPolicy_002.pdf

For any transcript inquiries, please contact Student Enrolment at 416-596-3101 x 3000 or info@michener.ca.



GRADE REPORT PROCESS

SUPPORT SERVICES

LEARNING RESOURCE CENTRE

Distance education students may borrow materials from the Learning Resource Centre (LRC) in two ways:

- Visit the centre in person. Please bring your course receipt to expedite registration.
- Contact the LRC by phone or e-mail and request the delivery of materials. We will send most books, journals or audiovisual materials by courier to students living outside the Toronto area.

Telephone (416) 596-3123 or 1-800-387-9066 x 3123

Fax (416) 596-3137

E-mail: lrc@michener.ca

Web-site: www.michener.ca/lrc

Academic Year Hours

Monday to Thursday 0800 – 2100h

Friday 0800-1900h

Saturday 0900-1700

Sunday 12:00-17:00

Closed statutory holiday weekends

Summer Hours

Monday – Friday 0800-1700h, closed evenings and weekends

BLACKBOARD SUPPORT (ONLINE COURSES)

For Blackboard support information please access:

<http://www.michener.ca/resources/bbsupport.php>

For issues regarding Blackboard and/or GroupWise e-mail support:

Hours: Monday – Friday 8:00am – 5:00pm

Call the Help Desk at 416-596-3101 ext 3369 or email helpdesk@michener.ca

For urgent issues after hours:

Hours: Monday – Friday 5:00pm – 9:00pm

Weekends 9:00am-5:00pm

Call Blackboard Support at 647-267-2475 or email at bbsupport@michener.ca

REGISTRATION, PAYMENTS AND RECEIPTS

REGISTRAR & STUDENT ENROLMENT OFFICE

Call: (416) 596-3101 x 3000
Toll Free: 1-800-387-9066

Fax: (416) 596-3180, (416)-596-3122
e-mail: info@michener.ca

DISTANCE EDUCATION ADMINISTRATION OFFICE

Call: (416) 596-3101 ext. 3308
Toll Free: 1-800-387-9066 ext. 3308

Fax: (416) 596-1207
e-mail: de@michener.ca

THE MICHENER INSTITUTE WEB-SITE

Please feel free to visit our web-site for more information about our programs and services. As well, you will find many useful links and handy instructions and tips for many aspects of your educational experience. www.michener.ca

IMPORTANT DATES

MICHENER IS CLOSED FOR THE FOLLOWING HOLIDAYS

Family Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving
Christmas until New Years