



Online Open Access Student Guide

Academic Year (September to April)

The University of New Brunswick (UNB) has been offering online courses since 2004. We are proud of this accomplishment and are always striving to make your UNB online learning the best learning experience.

The UNB Online student experience: With the same dedicated faculty and globally recognized degrees as our on-campus programs, UNB Online delivers a seamless connection to a historic community of learners, innovators, and leaders, wherever you are.

Our online support team is here to answer your questions as you progress through your course. We are here to help you, so feel free to email us at online@unb.ca.

If for any reason your situation requires an in-person or virtual meeting, contact us via phone or email to make arrangements.

[Explore UNB's Academic Regulations](#)

Navigating Your UNB Online Journey

Beginning your course

For important dates, please check out the [UNB Undergraduate Calendar of Academic Dates](#).

You will have six months from the term start date to complete your Online Open Access Course, including all quizzes, midterms and final exams. If your course is not completed by the end date, an "F" grade will appear on your transcript.

If you have questions regarding course planning, please contact your Academic Advisor or the Co-op Office on your home campus to receive the most accurate and relevant support.

- [Fredericton Academic Advising](#)
- [Saint John Academic Advising](#)



Please note: Government student loan programs (Canada and U.S.) require courses be completed within a traditional academic term. For more information, visit [Financial Services](#).

Accessing UNB's Digital Landscape

For newly admitted students, to activate your MyUNB student account, please follow the steps outlined on the [Information Technology Services](#) page.

For new and current students, once you've activated your student account, you can login and use Student Planning & Registration. Resources on how to register for courses can be found on the [Office of the Registrar](#) page.

Exploring UNB Resources

There are some wonderful perks available to you when you take an online course at UNB.

Microsoft Office Suite

Download [Microsoft Office Suite for FREE](#) to your home computer. You can also have your [UNB email for life](#).

UNB Libraries

If you are not on campus, you can still [log-in](#) and use the library resources.

If you need help navigating the library, visit their “contact us” section. You can even correspond with them over a live chat. This [Welcome to UNB Libraries](#) includes instructions for enrolling in the Libraries’ Research Toolkit.

If you are not in New Brunswick you can also borrow books from the millions of copies that UNB has available by registering for [distance home delivery](#).

UNB Bookstore

Many online courses require a textbook. Details are provided in the course syllabus. It is the responsibility of the student to order course texts. Many textbooks can be ordered from the [UNB Bookstore](#), or from online vendors like Amazon or Chapters. If you find an older edition of a textbook, confirm with your course Instructor before making any purchases.

Student Accessibility Centre

The Student Accessibility Centre provides a variety of on-campus services and supports to UNB students with disabilities. Please note that many of these services require registration.

The Student Accessibility Centre on the **Fredericton campus** serves students attending both the Fredericton and Moncton locations.

The Student Accessibility Centre on the **Saint John campus** serves students attending Saint John location.

Services include, but are not limited to:

- Test/examination accommodations
- Disability guidance, support, and advocacy for students
- Assistive Technology support
- Collaboration and consultation with faculty and staff about disability-related issues

Learn more about [UNB’s Student Accessibility Centres](#).

Student Advocate Office

Sometimes you set out on your academic journey and everything just falls perfectly into place. But when life hits, we have a student advocate who can assist you. Should you have any difficulties in completing your course due to medical or compassionate reasons, contact the student advocate:

[Student Services](#)
advocate.fr@unb.ca

CC Jones Student Services Ctr
UNB Fredericton Campus

Writing and Study Skills Centre

Need help in fine tuning your “written voice”? Need to know how to correctly reference an online newspaper article? The UNB Writing Centre is here to help. They have a “CYBER TUTOR” for our online students.

Explore everything the [UNB Writing and Study Skills Centre](#) has to offer!

Student Support Services

UNB offers many [Student Support Services](#) you can take advantage of: Math Help Centre, Financial Aid, Career and personal counseling, Saferide, Safewalk, Tutor Inventory and more.

Course withdrawals and extensions

Withdrawing from Courses

Online Open Access Courses follow the [Undergraduate Calendar of Academic Dates](#) for registration deadlines, last date to add/drop courses, refund deadlines, last date to withdraw without academic penalty, and last date to withdraw with academic penalty.

If you have questions about how a course drop/withdrawal will affect your Student Loan, please contact [Financial Services](#).

To learn more about any implications a withdrawal may have on your program, please contact your Academic Advisor or the Co-op Office on your home campus.

- [Fredericton Academic Advising](#)
- [Saint John Academic Advising](#)

To withdraw from an Online Open Access Course, log in to your MyUNB Student Account and select [Student Planning & Registration](#).

Course Extensions

Course extensions as outlined in the [University Calendar Regulations for Extensions](#); Notations -1. INC Incomplete, are possible for medical and extenuating grounds and must be requested by the student at least ten business days (two weeks) before the Online Open Access Course end date.

- **Medical grounds (longer extension):** Students should contact the Registrar’s Office - grades@unb.ca and will need to provide supporting documentation (i.e., medical note). The granted extension could be up to two months in duration. Students must email grades@unb.ca with their: name, UNB ID#, course and term, along with supporting documentation (i.e., medical note) at least ten business days (two weeks) before the Online Open Access Course end date. If the extension is approved, the Registrar’s Office will issue a confirmation email including the extended course end date.

- **Extenuating grounds (shorter extension):** These are circumstances outside the student's control that are exceptional, unforeseeable, short-term circumstances that affect a student's ability to meet a deadline or participate in their course as might be reasonably expected. Students must email their instructor to request a course extension at least ten business days (two weeks) before the Online Open Access Course end date. If the instructor approves, they will notify the Registrar's Office and a confirmation email will be issued including the extended course end date.
- If an extension is approved and the course requires completion of a final exam, students should refer to their "course syllabus" or "course exam guide" and schedule their exam accordingly or make arrangements to move their scheduled exam to a future date within the extension period.
- Important: If the extension request is approved, you are no longer eligible to withdraw from the course at a later date.

Course extensions are not for students that need to defer their scheduled exams due to medical/compassionate or extenuating grounds. There is a separate process if students need to defer their exam(s).

Managing Exams

Booking Exams

When you are ready to complete your exam(s) (midterm/final) and are unsure on how to proceed, check one of the following avenues for more information about exam procedures:

- Does your D2L course have a "Course Exam Guide"? If so, follow the instructions found within.
- Check your course Syllabus, or contact your course Instructor.
- Should you have any other questions, or cannot find the information you are looking for, email exams@unb.ca.

For information about exam accessibility options, please contact the appropriate [Student Accessibility Centre](#).



Unable to Attend a Scheduled Midterm or Test

If you need to reschedule a midterm or any other exam that is not designated as a "Final," you are required to formally inform both exams@unb.ca and your instructor in writing before the originally scheduled test date.

Unable to Attend a Final Exam

Students who, by reason of illness or extenuating circumstances, are unable to write a final examination at the posted times may apply to the Registrar for permission to write a final examination at an alternate time. A final examination written at an alternate time takes the place of the regularly scheduled final examinations which the student was unable to write. Applications for a final examination at an alternate time, supported by health certificates or other supporting documentation, must reach the Registrar within two weeks of the posted date of the final examinations which the student was unable to write.

Exam deferral process: To learn more, please see the [University Wide Academic Regulations, III. Examination, Standing and Promotion, E. Final Examinations Written at an Alternate Time](#).

To apply for an exam deferral, please submit a [Deferred Exam Request Form](#).



Crossing the Finish Line

Transcripts

To view your unofficial transcript, log into [MyUNB](#), click “Services and Information for Students” on the left-hand menu, then look under Academics, Unofficial Transcript.

Official transcripts are ordered online through the Registrar’s Office. Please refer to [UNB Transcript Order Form](#) for ordering instructions.

For assistance or questions, contact transcripts@unb.ca.

Other Questions

General

Who is my instructor and how do I contact them?

You will find your instructor's name and contact information in the Start Here module of your course.

How will I be graded?

You will find marking and grading information in the course syllabus located in the Start Here module of your course.

Which timezone is UNB in?

The Atlantic Time Zone.

Can I take the course offline or do I need to be online?

Most courses (or coursework) will require a reliable connection to the internet in order to access materials. However, once downloaded you may be able to do some work offline.

If I want to chat or be part of the UNB community, how can I connect?

- Login to the [MyUNB](#) to view feeds of UNB's Twitter and Facebook pages
- Users can chat and post @UNB using their personal social media accounts on UNB's [Twitter](#), [Facebook](#) and [YouTube](#).

How many hours should I devote to an open access course online?

Your course instructor will be able to give you the most accurate estimate of how much time you should devote to your course. For a typical undergraduate course, the estimated hours are:

- 3 hours per week reading the content online
- 4-5 hours per week doing related readings, papers, etc.

Total: 8 hours per course per week or a little more than 1 hour per day

I am enrolled in an online course and I may need to withdraw. Can I withdraw through Student Planning & Registration?

Yes, you can manage course withdrawal in Student Planning and Registration. Helpful resources on how to withdraw are available in the [Self Service Registration Quick Reference](#).

What should I consider before withdrawing from my course?

- Reach out to your instructor for course assistance.
- Fully review the [Dropping Courses](#) section of the University Wide Academic Regulations.
- If you have a Student Loan, a course withdrawal may affect it. Contact [Financial Services](#) to learn more.
- To learn more about any implications a withdrawal may have on your program, please contact your Academic Advisor or the Co-op Office on your home campus.
 - [Fredericton Academic Advising](#)
 - [Saint John Academic Advising](#)

Academic

I emailed my course instructor, but I have not received an email back? How can I get my questions answered? How long should I wait for a reply?

Please expect that a response to your inquiry may take up to 3 business days. If you are unable to reach your instructor and require immediate assistance, please email us at online@unb.ca.

What should I do if I am struggling with the course material?

Your instructor is the best person to assist you with the course material and/or provide you with additional resources.

What should I do if I don't agree with the grading of my assignment or exam?

Please see the [University Wide Academic Regulations III. Examination, Standing and Promotion, L. Review of Grades](#).

I wrote my final exam and want my final course grade. How long will it take my instructor to post the grade?

The deadline to submit final grades is within 5 business days after the final exam for your course has been written. If your course did not have a final exam, the course grade should be submitted within 5 business days. If you do not see your final grade appearing on your transcript, it is best that you contact your instructor directly.

Can I write my final exam on my course end date?

Yes, you are permitted to write your exam on your course end date up to and including.

Do I have to buy a textbook from the UNB Bookstore? Can I buy an older version?

The [UNB Bookstore](#) does stock textbooks needed for online courses. If you would like to purchase an older version of the text, please consult with your course instructor for confirmation.

Where do I go if I need help with the library or paper writing?

The UNB Resources for Students section of this student guide will help point you in the right direction for assistance.

Technical

Where do I go to get help, if I need it?

If you need technology or UNB IT Service-related help, contact the [IT Service Desk](mailto:itservicedesk@unb.ca) at itservicedesk@unb.ca.

If you need course-related assistance, contact us at online@unb.ca.

Office Hours:

- Monday to Friday: 8:15 a.m. - 4:30 p.m. (Atlantic) – Labour Day to Victoria Day
- Monday to Friday: 8 a.m. - 4 p.m. (Atlantic) – Victoria Day to Labour Day

What do I need for a computer/device?

- Processor: Recommended: Multi Core (Minimum 2).
- Operating System: Minimum Windows 8.1 or higher, macOS 11 (Big Sur) or higher.
Note: A number of courses may require the use of Windows-specific software
- Memory: 4 GB or more
- Hard Drive: No specific requirement, but at least 2-3 GB of hard drive space should be available
- Optical Device: Not required
- Built-in Wi-Fi card: Built to the 802.11x standard
- Network card/port: Not required, but recommended
- Expansion Ports: USB ports (minimum 3 recommended)
- USB Headset preferred (if required)
- Microphone/Line-In
- Headphone/Line out (optional)

What kind of internet connection do I need?

Recommended download speed: 4-6 Mbps; minimum 1-4 Mbps.

What software do I need?

Microsoft Office ([free to UNB students](#)) and a [PDF Reader](#).

Where to look to see if UNB services are up or down?

[Information Technology Services](#) under “Current Outages”.

Why do I seem to have more than one email address at UNB?

Your main [UNB Email address](#) has this format: "jsmith@unb.ca". Another version of that same email address uses your full name: "jane.smith@unb.ca". These email addresses share the same Inbox.

D2L Brightspace

Where can I go if I want to refresh my knowledge of D2L?

To view student resources for D2L, such as video guides and PDFs, visit the [D2L Brightspace Page](#).

I've just completed a quiz. How do I view my attempt?

Click "Assessments" then "Quizzes", then the black triangle beside that quiz's title, and choose "Submissions", then "Attempt 1".

How do I send an email in D2L?

Click the "Communication" tab in the header menu and click "Compose Email". Type the email address of the recipient, write your message, and click the blue "Send" button.

Where do I receive email in D2L?

D2L email is a "Send-only" system. So all replies are sent to your UNB Outlook account. To access this account from within D2L, click the "Communication" menu in the header and click "Read Email (Inbox)". This will open your UNB Outlook Email.