



Online Open Access Student Guide

Summer 2025

If you're currently a student in a Summer 2025 Online Open Access Credit Course, and you have questions or need assistance, this guide may be able to help.

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

Course Start and End Dates

Your course start and end dates are listed in the “Introductory Letter” you receive once you are fully registered in your course. These dates determine when you start and when you must complete the course (disregard the dates that show in Student Planning & Registration).

From your start date, you will have six months to complete the entire course, including all quizzes, midterms and final exams. If your course is not completed by this end date, an “F” grade will appear on your transcript.

Government student loan programs (Canadian and US) require courses be completed within a traditional academic term.



[Learn more about taking online courses when you have a student loan.](#)

Once you have received and read the Introductory email, it is advisable to log-in and ensure you are able to access your course.

Accessing UNB’s Digital Landscape

Activating UNB services

Claim your account at MyUNB and “Activate your UNB IT Services”.

To claim your account you will need your;

- Student #
- Login ID
- Your date of birth

This information can be found in the email you received from learningfutures@unb.ca with the subject “Accessing your UNB Online Course.”

You cannot access your course without activating your account.

Logging into UNB Services

Login to [MyUNB](#) then click “services and information for students” on the left-hand menu.

Logging into D2L Brightspace (D2L)

Your course can be found under the “All” tab in D2L Brightspace (D2L) through [MyUNB](#).

D2L Brightspace Support

If you’re having trouble with D2L, email online@unb.ca and our helpful staff will follow up with you.

D2L Student Video Tutorials

Student resources: [D2L Brightspace](#), for PDF’s and video guides, can be found under “D2L Resources for Students.”



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.

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

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

Open Access Online Credit Course withdrawals and refunds are governed, in general, by [UNB's University-Wide Academic Regulations](#), as well as the following specific rules:

- Students wishing to drop or withdraw from an Open Access Credit course must email records@unb.ca with their name, UNB ID#, course and term.
- Summer 2025 students are **not to use** Student Planning & Registration to drop/withdraw from an Open Access Credit Course as the withdrawal does not get processed correctly.
- In all cases, an email to records@unb.ca indicating you wish to withdraw is required at least **10 business days (or 2 weeks)** or more before your official course end date and will not be processed if:
 - An extension has been granted
 - A final exam has been written
 - A final grade has been submitted
 - The official end date of the course has passed
- Once the withdrawal is processed, you will receive an email confirmation from records@unb.ca. If you have questions about how a course drop/withdrawal will affect your Student Loan, contact UNB Financial Services at studentloan@unb.ca.
- Refer to the charts below (0-5 credit hour courses or 6 credit hour courses) for notations on your academic record and refund amounts based on when you email records@unb.ca indicating you wish to withdraw.
- If you have medical or compassionate grounds you may contact the [Student Advocate](#) to discuss an academic appeal for grade relief.
- The refund is based on tuition minus any non-refundable fees. The \$150 Online Fee is non-refundable/non-transferable.
- Contact online@unb.ca for further assistance.

0-5 Credit Hour Courses

The following notations on your academic record and refund amounts will apply based on when you email records@unb.ca with your name, UNB ID#, course and term indicating you wish to withdraw.

- **Dropping a course within first 10 days** from the effective course start date*:
 - Will result in the course being deleted from your academic record.
 - You will be eligible for a 100% refund of tuition.**
- **Dropping a course from Day 11 to Day 30** from the effective course start date*:
 - Will result in the course being deleted from your academic record.
 - You will be eligible for an 80% refund of tuition.**
- **Withdrawing from a course between Day 31 to Day 120** (1 to 4 months) from the effective course start date*:
 - Will result in the course being shown as “W” on the transcript and will carry no academic penalty.
 - You will not be eligible for a refund.
- **Withdrawing from a course on or after Day 121** (4 months on - note processing dates) from the effective course start date*:
 - Will result in the course being recorded as “WF” on the transcript and a grade of zero (0) will be carried into the calculation of the GPA.
 - The email to records@unb.ca indicating you wish to withdraw is required at least 10 business days (or 2 weeks) or more before your official course end date.
 - You will not be eligible for a refund.

*All dates are based on the *Effective Start Date* as noted on your UNB Online Introductory Letter.

**Refund is based on tuition minus any non-refundable fees. The \$150 Online Fee is non-refundable/non-transferable.



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.



Unable to Attend a Scheduled Exam

The exams@unb.ca office is permitted to reschedule any exam that is not indicated as a “Final Exam” (such as “Midterm”, “Exam #”). If you must reschedule, notify exams@unb.ca and your instructor in writing prior to your scheduled exam date.

For all scheduled “Final Exams”, you must apply for a deferred exam. A student, by reason of illness or extenuating circumstances (supported by health certificates or other supporting documentation), that is unable to write a scheduled final exam may apply to UNB’s Registrar’s Office within two weeks of the scheduled final exam to request a deferred exam (final exams written at an alternate time).

UNB Exam Deferral Process:

- As outlined in the University Regulation under Section III. Examinations, Standing and Promotion of the [Undergraduate Calendar - Section E Final Examinations Written at an Alternate Time](#).
- Application Process and additional information - [Alternate Final Exam Process](#).

The above regulation and application process applies to students who become ill during a final exam.



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](#).

What should I do if I cannot complete my online course due to health or other extenuating circumstances?

Course extensions can be granted for medical and compassionate reasons, documentation will be required. 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. Refer to the extensions section for more information.

How do I find my course end date?

Your course end date was supplied in your "Introductory Letter" email. If you have misplaced this email, please send us a message at online@unb.ca with your name, student number and course name.

How many hours should I devote to an Online Open Access Course?

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?

No. To withdraw from online courses, you must email records@unb.ca and include your name, UNB ID#, course and term.

What should I consider before withdrawing from my course?

- Reach out to your instructor for course assistance.
- "W" does not affect your GPA, while a "WF" does affect your GPA.
- If you have a Student Loan, a course withdrawal may affect it; contact UNB Financial Services.
- Contact your Academic Advisor regarding implications to your program.

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?

The [University Calendar Regulation Section L: Review of Grades](#) outlines all options for a review of submitted course work.

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

Generally, following a final exam, a grade should be posted within 5 to 7 business days. If your course did not have an exam, the course grade should be submitted within 7 business days. If you do not see your grade within this time period, it is best to email your instructor directly.

Who can grant me an extension in my course?

You can request an extension to complete "course work" based on extenuating grounds and must e-mail your instructor(s). Refer to the extensions section, as there are specific dates as to when an extension may be requested.

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

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

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.