



UNIVERSITY  
OF MANITOBA

## Distance Education

# Student Handbook 2001-2002

- Forms Appendix, which includes Application Form for Examinations, begins on page 35.
- Save time by submitting your assignments using WebCT- look on page 13 for details.
- Bookmark the Distance Education website at <http://www.umanitoba.ca/distance> for easy reference to course offerings and descriptions.

<http://www.umanitoba.ca/distance>



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## Notes

# Introduction

## Welcome

Welcome to the University of Manitoba Distance Education Program. Keep this *Student Handbook* and your *Distance Education Guide* handy throughout the year as they provide detailed information on a variety of topics. The Distance Education Timetable appears on the back cover of this handbook. You are responsible for adhering to other relevant deadlines listed in the Academic Schedule in *The University of Manitoba Undergraduate Calendar*.

Please refer to the Forms section of the *Distance Education Guide* to order your copy of *The University of Manitoba Undergraduate Calendar* or refer to the *Calendar* at <http://webapps.cc.umanitoba.ca/calendar>.

## Making connections

The University's office hours are 8:30 a.m. to 4:30 p.m., Central Time, Monday to Friday.

<b>Student Services</b>	<b>Telephone</b>	<b>Fax</b>
Course materials	(204) 474-8997	(204) 474-7661
Assignments	(204) 474-8011	(204) 474-7661
Registration and general inquiries	(204) 474-8012	(204) 474-7661
<b>Distance Education Library Service</b>		
Elizabeth Dafoe Library	(204) 474-9183	(204) 474-7570
<b>U of M Book Store</b>		
	(204) 474-8321	(204) 474-7555
<ul style="list-style-type: none"><li>• University telephone numbers beginning with 474 (does not include fax numbers) may be reached toll-free (<b>in Manitoba</b>) by calling 1-800-432-1960 (during regular office hours).</li><li>• Telephone numbers beginning with 474 (does not include fax numbers) may be reached toll-free (<b>in Canada</b>) by calling 1-888-216-7011 (24 hours).</li></ul>		
Enter or ask for the last four digits of the number you wish to reach. Outside of regular office hours your call will be forwarded to the voice mail of the person you are calling. For additional phone numbers see your <i>Distance Education Program Guide</i> .		
<b>E-mail</b>		
Student Services	stusvcs_ced@umanitoba.ca	
Distance Education Library Service	dafoe_disted@umanitoba.ca	
<b>Surface mail</b>		
	Distance Education Program 188 CED Complex The University of Manitoba Winnipeg, MB, Canada R3T 2N2	

## **Contacting your instructor**

A letter of introduction from your instructor is included with your course package. The letter describes your instructor's approach to the course, and provides office hours, a phone number, and possibly an e-mail address. If you live outside Winnipeg, and your instructor has given you a campus (not home) telephone number beginning with 474, you can reach your instructor on the University's toll-free number as described on page 1 under "Making connections."

If your instructor's telephone number does not begin with 474, call your instructor directly, leave your name and telephone number, and he/she will return your call using the University account. If you have any questions, do not hesitate to call; your instructor is prepared to assist you.

Another option for contacting your instructor or administrative staff at the Distance Education Program, is to use the Request for Help form included in the **Forms Appendix** of this handbook.

# ■ Learning by Distance Education

There are distinct benefits to distance learning, such as greater independence and flexibility in organizing your own study schedule. Learning by distance education can be very effective, provided that you have the interest and are prepared to make the commitment of time and energy.

Course materials have been designed to fulfill the same functions as classroom learning. The materials provide information, guidance, encouragement, pose and answer questions, and clarify issues. You also have the opportunity for contact with your instructor.

In designing course manuals we have tried to anticipate some of the issues or concerns that you might encounter, but there may be some that we could not foresee. Unless you tell us about the problems you are experiencing, we will be unable to improve the course manual and its function of helping you to learn. Please contact your instructor or the Distance Education Program staff if you encounter difficulties.

## Course materials

Your course manual contains a list of materials, including books and other items that, if you have not already done so, you should order from the University of Manitoba Book Store. Call the Book Store and **identify yourself as a distance education student**, quoting your course and section numbers. Textbooks and other course materials can be mailed to you C.O.D. or charged to your Visa or Mastercard. Required textbooks and readings packages are not held on reserve in any of the University of Manitoba libraries.

We have done our best to ensure that all of the materials you received are complete. However, in order to avoid an inconvenience to you later in the course due to printing error(s), please check through your course materials now. If you discover any missing pages, please inform the Student Services staff immediately.

## Course evaluation

A course evaluation will be enclosed when your second-last assignment is returned to you. You are to complete the evaluation and return it when you submit your last assignment.

The course evaluation is intended for use by all students, whether or not you complete the course. Your comments provide information that assists us to improve the Program.

# Assignments

## Preparing your assignments

Unless specific instructions are outlined in the course manual, assignments should be prepared as follows:

Assignments should be submitted on standard letter-size paper (8.5 x 11 inches), on one side of the page only. Handwritten or typewritten essays should be double-spaced, with ample margins all around each page for the reader's comments. Number the pages, beginning with the first page of the main text. If you mail your assignment, be sure it is clipped or stapled in the upper left corner. Please do not submit pages in a binder or file folder, or fold your assignments.

Your assignments should be free of spelling and grammatical errors. Their appearance will be enhanced by the absence of blots, cross-outs, and word or phrase insertions. Proofread your assignment before submitting it to remove typographical errors. Handwritten essays should be completely legible and should resemble the appearance of a neatly typed presentation in every respect. Observe any prescribed word or page limits. It is advisable to utilize the maximum allowable length for a complete discussion of the topic.

## Assignment due dates

Assignments must be received in the Student Services office by the date indicated in your course manual. **If the assignment is due on a Saturday, Sunday, or statutory holiday, the due date is the next working day.**

Assignment due dates are designed to help you pace your studies, and their schedule allows sufficient time for you to use the instructor's comments in the preparation of remaining assignments. Please be sure to submit assignments on time for it is very important to keep up-to-date.

If you are not able to complete an assignment on time, contact your instructor well in advance of the due date in case your request for an extension is denied.

**Note:** You are required to adhere to assignment due dates that fall during the University mid-term break. The Student Services office does not close during the break.

## Assignment title sheets

Use an Assignment Title Sheet for each assignment that you submit. Clearly print the necessary information in the appropriate boxes, including the return address label. This will ensure that the Student Services office accurately records your assignments and that you will receive the graded assignment at your correct address. The title sheet allows space for a change of address and for you to record your e-mail address for your instructor.

## **Submitting assignments by mail or in person**

All assignments are to be sent or delivered to Student Services, Distance Education Program, not to your instructor. If you mail your assignment, be sure to allow sufficient time for postal delivery on or before the due date. Photocopy your assignments before submitting them as protection against their loss in the mail.

## **Submitting assignments by fax**

You can meet your assignment due dates and avoid mail delays and courier charges by faxing your assignments.

Please follow these guidelines when faxing your assignment:

- All faxed assignments must be typewritten. Wordprocessed assignments that are suitable for faxing should be reproduced on a laser or ink-jet printer. Faxed assignments that are handwritten, typed using a faint ribbon, or printed using a dot-matrix printer will not be accepted because these do not transmit clearly. If your faxed assignment is unreadable, it will be returned ungraded.
- We cannot call you regarding the condition of your fax. To verify whether or not your fax has transmitted successfully, use the “confirmation” function on the fax machine that you use to send your assignment.
- Unless your fax transmittal was unsuccessful, or your assignment was returned to you as unreadable, do **not** mail the original.
- Number each page in your fax transmission, and write your name beside each page number.

Fax your assignment to Student Services at (204) 474-7661. Staff will then record its receipt and forward it to your instructor.

## **Submitting assignments using e-mail**

Some instructors allow for submission of assignments by e-mail. If your instructor accepts assignments by e-mail attachment, this will be indicated on your course homepage in WebCT. You must read the formatting instructions in WebCT before submitting your assignment.

## **Submitting assignments using WebCT**

All Net-Based courses require assignments to be submitted on the Internet. Some Independent Study courses have been selected for optional assignment submission using WebCT. If your course has been selected for optional assignment submission, this will be noted on the homepage of your WebCT course. You will need to log on to see the course homepage.

If you choose to submit on-line, you will get a faster response from your instructor. Therefore, you will not have to wait for your assignment to be mailed back to you. Please note that students are no longer required to submit

assignments using HTML files. You will be able to submit your document in a Word or Wordperfect format.

### **Assignment feedback**

Each assignment will be marked and returned with a grade and comments by your instructor. Allow about three weeks for mailed assignments to be received, read, graded, recorded, and returned to you. The instructor's comments are intended as constructive criticisms to point out and approve those things you are doing well, but also to identify areas that could be improved, with suggestions on how to do so. These comments are meant to encourage you, with your steady progress as the goal. If you desire clarification of the instructor's comments, contact the instructor by telephone or use the Request for Help form included in the **Forms Appendix** of this handbook.

## **Incompletes, voluntary withdrawal, and refunds**

### **Incompletes**

If you are unable to complete the required course work within the specified term, you may apply in writing for consideration of an incomplete grade classification. This must be submitted on the Application Requesting an Incomplete Grade Classification form (available in the **Forms Appendix** of this handbook) before the last assignment due date to Student Services.

**Students should be able to demonstrate that they have completed at least 50 percent of their half-course term work or 60 percent of their full-course term work to be eligible for an incomplete grade classification.**

Submit your request for an incomplete well in advance of the end of term, and allow adequate time to complete any outstanding term work if your request is denied. You will still write the final examination as scheduled for the course.

The granting of incompletes is at the discretion of the course instructor and the head of the department from which the extension is requested.

If approved, the instructor will calculate a temporary grade, and your official grade report will then show a grade of "F-I" (i.e., an F-Incomplete). This means that, if you do not complete your remaining term work on time, your grade will be an "F." When your term work is completed, your official grade will be recalculated and, if warranted, the grade will be changed. At this point, the "I" designation is removed.

The following maximum time extensions will be allowed: August 1 for courses ending in April; December 1 for courses ending in July/August; April 1 for courses ending in December.

If a final grade is not reported within one month of the extension deadline, the letter "I" will be dropped, and the temporary grade on the transcript will

become the permanent grade. Your opportunity to improve the grade will have expired.

## Voluntary withdrawal

Voluntary withdrawal is a process that allows you to drop a course without academic penalty. If you decide not to continue in a course, you must withdraw before the final deadline date stated in the *Distance Education Program Guide*. You may then re-register for the course in another session and the full tuition fee will be charged.

If you registered for the course by telephone, your withdrawal must be made by telephone. The voice prompt will guide you through the procedure.

If you registered by mail, your withdrawal must be submitted by mail or fax, and we encourage you to use the Registration Change Form in the *Distance Education Program Guide*. A letter requesting a withdrawal will also be accepted, but you must state the course and section number in your request. The effective date of withdrawal will be the date your written request is received by the Student Services office.

**Please note:** A verbal request, either by phone or in person, to your instructor, your faculty, or the Distance Education Program staff is **not** acceptable.

For full information on the voluntary withdrawal policy, including the maximum number of voluntary withdrawals, consult the Academic Regulations and Policy section of the *Undergraduate Calendar*.

## Refunds

If you withdraw from a distance education course, your refund will be based on the refund schedule published in the *Distance Education Program Guide*.

## Final examinations and grades

A final examination is scheduled for most courses offered by Distance Education. Specific information about the structure of the final examination will be provided by the course instructor.

## Examination centres

**If you live in Winnipeg** you will automatically be scheduled to write your final examination at the University of Manitoba, Fort Garry Campus. If you are not taking other courses on campus in addition to your distance education course, the Student Records office will inform you in writing of the exact date, time, and location of your examination.

**Distance Education students living outside of Winnipeg who are also taking courses on campus will not be mailed an exam timetable, but should check the posted exam timetables on Student Affairs bulletin boards.** In late October (for December exams), early March (for April exams), and late May (for July/August exams), the final timetable will also be posted on

the WWW, accessible through the Student Records page of the University of Manitoba site, or directly at

<http://www.umanitoba.ca/student/records/exam.htm>

**If you live outside Winnipeg** you must fill out the Application Form for Examination at a Location Other than the University of Manitoba Campus, included in the **Forms Appendix** of this handbook, and return it to the Student Records office immediately.

A list of authorized examination centres is included with the application form. If you live in or near a town on the list, you will write your examination at the site indicated. If none of the examination centres on the list is near your place of residence, contact the Examination Coordinator, Student Records office at 204-474-8608, by the dates indicated on the Academic Schedule to request the Arrangements for Examination Supervision form. When the Student Records office receives the completed form, they will inform you of the location of your examination with an approved invigilator.

You will be notified, by mail, of the time and location of your examination approximately two to three weeks before the start of each exam period. If you have not received notification, contact the Examination Coordinator, Student Records Office. Check your *Distance Education Program Guide* for the dates of the examination series. You must be available to write your final examination during the time period specified in the Academic Schedule.

### **Deferred examinations**

If you are unable to write a final exam because of illness or other disability or affliction, you must file an application in writing with the dean or director of your faculty/school for a deferred exam. A deferred exam is offered under senate and faculty or school regulations in a manner prescribed by the appropriate department head.

The application must be filed within seven days of the last exam you are scheduled to write and must be accompanied, or followed shortly, by a medical certificate or an appropriate document certifying your inability to write the exam at the regular scheduled time. Where possible, indicate the period of disability. Based on the evidence, the Dean or Director shall decide whether or not to approve the application.

When an application for a deferred examination is approved, the deferred exam will ordinarily be written within 30 working days from the end of the exam series from which the exam was deferred. You will be notified by your faculty/school regarding the status of your deferred exam application.

The Application for Deferred Examination(s) form is located in the **Forms Appendix** of this handbook.

## Grades and grade reports

Grades are available by telephone through UMREG, allowing you to obtain your grades shortly before their release by mail. However, only the grades for the current session and the session immediately preceding will be available through UMREG. **Grades are not available by telephone from Student Services, Distance Education Program.**

**Regular Session Term 1** final grades will be available about the second week of January. No grade reports will be mailed for this examination series (except for the Canadian Forces University Program).

**Regular Session Term 2** final grades, including grades for courses offered over both terms (Term 3), will be available about the end of May. Grade reports will be mailed shortly thereafter showing grades for all courses taken during the Regular Session.

**Distance Education Summer Session Term 3** grades for courses completed in July will be available by the end of July. No grade reports will be mailed for this examination series (except for the Canadian Forces University Program).

**Distance Education Summer Session Term 2** grades for courses completed in August will be available by the end of August and will be mailed shortly thereafter showing grades for all courses taken during the Summer Session.

### To access grades:

Step 1: Call UMREG/ACCESS system at (204) 958-7600.

**Note:** In certain instances when your long distance supplier is not your local telephone company, you may be required to call the number normally reserved for local students.

Step 2: Choose the "Other Functions" option 2 (i.e., press 2).

Step 3: Follow the step-by-step instructions as received.

**Note:** You will need your student number, your PIN number, and your two-digit faculty/school code.

## Grade appeals

If you have reason to believe that a mistake has been made in the assessment of your final grade, you may appeal. Application must be made to the Student Records office within 21 days of **final** grades becoming available through UMREG. A fee of \$25 is charged for each appealed grade and will be refunded for any grade that is changed; an appealed grade cannot be lowered. Appeal forms may be obtained from Student Records, Room 400 University Centre.

## Official transcripts

If you wish to obtain an official transcript, submit a written request with a cheque or money order payable to The University of Manitoba. The cost of

each transcript is \$8.00. Transcripts may also be ordered by fax to (204)269-1065, provided that an authorized signature appears on the fax, plus your Visa/Mastercard number and expiry date.

A Transcript Order Form is included in the Forms Section of your *Distance Education Guide*. Orders with payment should be sent to Student Records, Room 400 University Centre.

## Notes

# Using Computers for Distance Education Courses

Distance Education at The University of Manitoba encourages the use of computer technologies for supporting your educational experience. This section provides an overview of information on connecting your computer to the University of Manitoba and for aiding you to succeed in your educational goals.

There are a number of benefits to using computer technology for your courses:

- E-mail provides you with improved access to your instructor and to Distance Education staff.
- A Student Network offers you the opportunity to interact with other Distance Students and meet (electronically) other students taking the same course as yourself.
- Some Distance Education courses allow you to submit your assignments via the Internet.
- You can also access the University of Manitoba library system using the Internet.

These benefits are all available to you by claiming a University of Manitoba UserID. If you live in Winnipeg, the University of Manitoba can also be used as your Internet Service Provider at no additional cost to you.

## Academic computing and networking

In general, computer labs and dial-in connection services are maintained by Academic Computing and Networking (ACN). The instructions provided in this handbook are intended to be a guide to get you started. If you are not able to resolve your problem with these instructions, it would be best for you to contact ACN directly. ACN's homepage can be reached at:

<http://www.umanitoba.ca/campus/acn/>

ACN maintains a Frequently Asked Questions (FAQ) file and various Document files containing information to help University of Manitoba staff and students. There is also a Support link from the ACN homepage. If you are not connected to the Internet, telephone support can be obtained by dialing (204) 474-8600 or (204) 474-8484.

## UserIDs

There are several UserIDs that will be discussed in the following sections. The first is the Unix UserID. **This UserID must be claimed** by the student. It allows access to a University of Manitoba email address, it is required for remote access to the University Library systems, and allows students, located

in the Winnipeg calling area, to use the University as their Internet Service Provider at no additional cost.

The second UserID that will be discussed is your WebCT UserID. **This UserID is assigned** to you if you enrol in any course offered by Distance Education. This UserID allows access to WebCT at the University of Manitoba. It does not provide any other rights or privileges to the student.

## Claiming a University of Manitoba Unix UserID

Claiming your University of Manitoba UserID is the first step in accessing many of the on-line university resources. This UserID provides dial-in and on-campus access to the Internet and E-mail and can be claimed after your tuition payment is fully processed. Your ID cannot be claimed until two weeks prior to the beginning of the session you are enrolled in and will remain in effect until the end of the session. Regular session accounts remain active until May, and Summer Session accounts are active until September. You will need to repeat the ClaimID process at the end of the session to keep your account active.

If you live in Winnipeg the easiest way to claim an ID is to come to the University of Manitoba and claim an ID from one of our computer facilities. Please refer to Appendix B of this *Handbook* for a list of the open computer facilities for students. Regardless of where you claim your ID from, choose **ccu** when you are asked to select a system.

If you already have Internet access from your home, you may claim your account via the Internet. Browse to the following URL:

<http://www.umanitoba.ca/campus/acn/docs/claimid.html>

Under the section **Using CLAIMID from a Microcomputer**, click on the link **telnet ccu.umanitoba.ca**. This link will telnet you automatically to ccu. At the **login:** and **password:** prompts type claimID and press the Enter key.

You may also dial into the University to claim your ID. To dial in, you need to use a telnet program. Most versions of Windows have HyperTerminal included in the Accessories. HyperTerminal, or any other telnet program can be used to dial-in to the University as follows:

- The terminal emulation must be set to VT100. Dial the number (1-204) 275-6132.
- Once a connection is established press the Enter key. You should now be at the UMGateway.
- Type **ccutel**. Press the Enter key. You should now see the Unix prompt **login:**.
- Type **claimid** and press the Enter key.
- Type **claimid** at the password prompt as well. Press the Enter key. You should now be in the claimid program. Follow the instructions.

If you live outside of Winnipeg dialing to the University of Manitoba will not be an economical method of getting Internet access. Although your access is essentially free from the university, you will incur long distance charges during the time you are connected. It would be best for you to find a local Internet Service Provider (ISP) to connect to the Internet. If you choose to do this, please consult your ISP for support on making the connection to them.

If you are not able to connect using these instructions, the number of the Computer Services Help Line is (204) 474-8600. They provide assistance from 9am to 4pm Central Time.

You can navigate your way through the ClaimID program using the Tab key. Follow the instructions on the screen. You will need your University of Manitoba student number to claim your ID. Please remember to write down your UserID and password when they are printed on the screen. Computer Services cannot tell you your password if you forget it. They can give you a new password; however, you will have to call Computer Services for help with this. The appropriate phone number in this case is (204) 474-9788.

Your university e-mail address will be your University of Manitoba UserID followed by @cc.umanitoba.ca. For example if your UserID is **umjones**, your e-mail address would be umjones@cc.umanitoba.ca.

## **Configuring your home computer to connect to the university for Internet and e-mail access**

Claiming a Unix UserID at the University of Manitoba gives you the privilege of using the university Internet Access and E-mail. If you are accessing these resources by modem you will need to establish a PPP (Internet) connection to the U of M.

If you wish to use the University of Manitoba as your ISP, you must configure your communications software to work with the University computer system. The dialer program must be used to establish a connection to the University. Usually Dial-Up Networking is under My Computer in Windows systems. Double Click on the Dial-up Networking icon to begin setting up a new connection. If you are using Windows 98, this will automatically create a new connection. WindowsNT requires that you select "New" at the first screen to create a new connection. Various versions of the program look different, so it is difficult to state specifically the steps required. However, there are certain pieces of information required in all set-up environments. These pieces of information are:

Phone Number:                    275-5166 (for modems up to 33.6K)  
   275-1212 (for 56k X2 modems)  
   275-3539 (for Flex56k modems)

Type of Dial-up Server:        PPP:Internet, WindowsNT, Windows98, or  
   Windows 95Plus

Select: Network Protocol TCP/IP  
 Select: Enable Software Compression  
 Select: Server Assigned IP address  
 Select: Specify name server addresses  
 Primary DNS: 130.179.16.67 (Note: DNS stands for -Domain name Server)  
 Secondary DNS: 130.179.16.11  
 Select: Use IP header compression  
 Select: Use default gateway on remote network  
 Under Script Select: None  
 Under Security Select: Accept any authentication including clear text  
 Under X.25: Set Network to (none)

Once your dialer configuration is complete, the folder Dial-up Networking will now show a University Server Icon (the actual name will depend on what you selected). To dial-in, double click on the icon. A login window appears asking for your User Name and Password. Enter your Unix UserID and password that you were given during the claim ID process. When you have successfully made your connection to the university computer system, a window will appear informing you of that. You can now run your browser (Netscape or Internet Explorer).

If you wish your browser to automatically start with the University home page, you must configure your browser separately. Usually browsers take you to the homepage of the company that makes the browser. Information on configuring your browser and other computer resources can be found at the Academic Computing and Networking Page at:

<http://www.umanitoba.ca/campus/acn/docs>

Some information that is required for configuring your browser for the University mail system is:

Outgoing Mail Server(SMTP):	smtp.cc.umanitoba.ca
Incoming Mail Server(POP or POP3):	mail.cc.umanitoba.ca
Dialup Username or POP3 Account:	your UserID
For Netscape Mail, set Mail Directory:	C:\netscape\mail
POP Mail Address:	your UserID@mail.cc.umanitoba.ca
E-mail Address:	your UserID@cc.umanitoba.ca
News:server(NNTP):	news.cc.umanitoba.ca

If you are using an ISP other than the University of Manitoba, first make your connection with your ISP. Then use your browser to get to the University of Manitoba. Once linked to the University, you may check your University e-mail. Please note that you must Get Mail before you attempt to Send Mail. This allows the university system to request an UserID and password for

verification first. If you do not do this first, you will not be allowed to send e-mail through the U of M system. This restriction only applies if you are accessing the University system through another ISP.

# WebCT and Distance Education

## What is WebCT?

WebCT is a web courseware package that Distance Education at the University of Manitoba introduced for the first time for the 2000-2001 academic year.

WebCT is used for Net-Based courses and those Independent Study courses that allow optional assignment submission. In addition, all Distance Education students can check their grades in WebCT.

## WebCT UserID and Password

Every Distance Education student will be mailed a letter containing instructions on accessing WebCT. The letter will also contain information on WebCT UserIDs and passwords. WebCT UserIDs are generated when students register in a Distance Education course. Generally, the UserID is the first four letters of the student's first and last name. For example, if the student's name is Fred Student, the UserID would be **fredstud**. The student's initial password is their student number. This UserID and password is to be used for logging in to WebCT only. It is not the same UserID and password you will get if you claim a Unix account as described earlier in this Handbook.

Occasionally a student will be assigned a UserID that is not the expected format. This can happen if the UserID is already in use for another student or if the student's name does not contain four letters in either the first or last name. There is a page of example exceptions on the University of Manitoba website. The URL is:

<http://www.umanitoba.ca/campus/ist/cms/webct/students/useridhelp.shtml>

If you are not able to figure out what your UserID is from this page, contact Distance Education technical support at [de\\_support@umanitoba.ca](mailto:de_support@umanitoba.ca) via email, or by telephone at (204) 474-6793 or Canada toll free at 1-888-216-7011, ext. 6793.

## Checking your grades on the Internet with WebCT

All Distance Education students will be able to check their grades on the Internet through WebCT as follows:

- You will receive a letter containing some brief instructions with your WebCT UserID and password. Browse to <http://www.umanitoba.ca:8950/webct/public/home.pl>.
- Choose Logon to MyWebCT. You will be asked to supply your UserID and password. Once you have successfully logged on, you will see a list of the Distance Education courses you are currently registered in. (Note: You will **only** see your distance education courses. On-campus courses will only be visible if they have a WebCT component to them.)

- Click on the link to the course for which you wish to check your grades. Inside the course is a "My Grades" icon and link. Select the icon. A grade sheet will appear for your course. You will be able to view the date the assignment was received by Distance Education, the grade, and the date that it was returned to you. (Note: The returned date is the date it was sent back to you. If you submitted by fax or mail, your assignment will be mailed back to you.)

Each course also has various communication options. You may email your classmates in WebCT, post to the discussion group, or use the whiteboard or the chat room. Please remember that unless you are enrolled in a Net Based course, your instructor is not required to monitor the discussion groups. Therefore, if you wish to ask a specific question of your instructor, you should contact him/her directly.

### **Submitting assignments using WebCT**

All Net Based courses require assignments to be submitted on the Internet. In addition, some Independent Study courses have been selected for optional assignment submission using WebCT.

### **Student Network in WebCT**

Inside WebCT is a student networking area. When you log in to myWebCT, the Distance Education Student Network will be listed with your courses. If you wish to participate in the network, click on the link. Inside the network are various bulletin boards and chat rooms. You may post messages on any of the discussion groups. The "coffee lounge" is intended for casual communication. The discussion groups in the various subject areas are intended for students to pose questions and communicate with other Distance Education students who are studying in the same subject area. Please note that bulletin boards are not formally monitored by your instructors. If you have a specific question for your instructor, please contact him/her directly.

Title:  
Untitled-7  
Creator:  
FreeHand 8.0.1  
Preview:  
This EPS picture was not saved  
with a preview included in it.  
Comment:  
This EPS picture will print to a  
PostScript printer, but not to  
other types of printers.

## **The University of Manitoba Student Portal**

MyUMinfo provides students essentially with their own tailor-made web pages. From the student portal, you can check your student history and final grades, check for any up-coming fee deadlines, confirm required textbooks, and a host of other options. MyUMinfo is also linked to WebCT and several other University of Manitoba online services. University announcements will be posted, as well as exam schedules.

The URL to access the student portal is:

<https://www.umanitoba.ca/myuminfo>

MyUMinfo is available from 8:00 a.m. to 8:00 p.m. Central Standard Time. It is currently not available on holidays or weekends. Please check the U of M homepage for notices regarding increased student portal hours.

## Notes

# The University of Manitoba Libraries

The University of Manitoba Libraries provide a variety of print and electronic information sources distance education students can use to supplement their course materials and required textbooks. There are 14 libraries in the University of Manitoba Library (UML) system. The address of the UML home page is <http://www.umanitoba.ca/libraries/>.

## Using the libraries' catalogue from an off-campus location

Most of the books, periodicals and other materials held by the University's 14 libraries are listed in BISON, the Libraries' catalogue. In addition to being able to search BISON in libraries and computer labs on campus, you can search BISON from an off-campus location, if you have access to a computer and the Internet. The address for BISON is

<http://bison2.umanitoba.ca/>

## Using periodical indexes and other databases from an off-campus location

The library has a collection of over 70 databases known as NETDOC. Included in NETDOC are databases which index the periodical literature in most of the subjects taught at the University of Manitoba. Some of the NETDOC databases include full-text articles, statistical material and other information. Among the databases which provide the complete texts of selected articles are **Canadian Business and Current Affairs Full Text (CBCA), CBCA Full Text Education, CPI.Q (Canadian Periodical Index), EBSCOhost Full Text, eHRAF Collection of Ethnography, General Science Abstracts Full Text, Health Reference Center-Academic, Humanities Abstracts Full Text, JSTOR, Project Muse, and Social Sciences Abstracts Full-Text**. As well as being available in the library and in the computer labs on campus, NETDOC is available to distance education students through the Libraries' home page. The address for the NETDOC page is

<http://www.umanitoba.ca/libraries/online/netdoc/>

For a complete list of NETDOC databases and their availability on the WWW click on **What Databases are Available**. Information about the content of these databases can be obtained by clicking on the database name.

## Connecting to NETDOC from an off-campus location

The Libraries' licence agreements with NETDOC database providers require that access to NETDOC be restricted to current students, staff and faculty. If you use the University of Manitoba as your Internet Service Provider you can access NETDOC web directly. If you plan to access NETDOC using an

Internet Service Provider that is not the University of Manitoba, you must configure your web browser to access NETDOC through the Libraries' proxy server. There is information about using the proxy server and configuring your web browser at:

<http://www.umanitoba.ca/libraries/reference/help/proxy/>

To use the proxy server you will need a Library ID number and PIN. Your Library ID Number is the string of numbers on the bottom of your photo ID card. Your default PIN is the last four digits of your student number. To access the proxy server you must change your default PIN. This can be done through BISON, the Libraries' catalogue. More information about Library ID numbers and changing your PIN can be found at:

<http://www.umanitoba.ca/libraries/reference/help/proxy/idnumber.shtml/>

If you have trouble using the proxy server or determining your Library ID number contact the Libraries Electronic Technologies and Services Help Desk by calling (204) 474-7061 or by sending an email to [helpdesk@ms.umanitoba.ca](mailto:helpdesk@ms.umanitoba.ca).

### **Obtaining a library card**

If you are going to use the library in person at the Fort Garry or Bannatyne campus, you must have a library card to borrow material. Your library card is your photo ID card. Photo ID cards are available from Student Records or by using the ID Card Request found in the **Forms Appendix** of this handbook. For information about their hours and location call (204) 474-9423.

### **Information about how to use the Libraries' Resources**

In addition to the help screens and tutorial included with BISON, the Libraries catalogue, you can find information about using the Library by clicking on "Virtual Reference" on the Libraries' home page. Included among the Libraries' help pages is information on how to search NETDOC databases. From the Virtual Reference page you can obtain the phone numbers and email addresses of the reference desks in the Libraries that make up the University of Manitoba Library system. Reference staff will answer your queries about library services and policies and provide advice on how to do library research. The phone number for the reference desk in the Elizabeth Dafoe Library is (204) 474-9844. Since this Library supports teaching in the Faculties of Arts, Education, Human Ecology, Nursing and Social Work, it is the library most distance education students will want to contact first.

### **Communicating with the Libraries**

The Libraries will use email to advise you of fines, overdue books, and the availability of requested titles and recalls of books requested by another borrower. You can register for email notices by filling out the Borrower

Registration Form found in the **Forms Appendix** of this handbook or by giving your email address to the staff at the circulation desk of any University of Manitoba Library. If you do not have access to email, you can obtain the same borrower information from BISON, the Libraries' catalogue.

## Using the library mail service from outside Winnipeg

The library does provide a special **Distance Education Library Service** for students **who live outside Winnipeg**. The Distance Education Library Service will send books and photocopied material to students. Material will usually be sent using the postal service. The library absorbs the cost of return postage for students using the Canadian postal system. If you do not have access to a computer, staff of the Distance Education Library Service will search BISON and NETDOC for you. You can contact the staff of the Distance Education Library Service by email, fax, phone, or mail at:

Distance Education Library Service

Elizabeth Dafoe Library

University of Manitoba

Winnipeg, MB R3T 2N2

Phone (204) 474-9183

Phone Manitoba toll free 1-800-432-1960 extension 9183

Phone Canada toll free 1-888-216-7011 extension 9183

Fax (204) 474-7570 or (204) 474-7577

email: dafoe\_disted@umanitoba.ca

## Library mail service request

You must include with your request for library materials the following information:

- Your name, address, and student number.
- Your phone number, especially the number at which you can be reached during the day.
- The name and number of the course for which you need the material.
- A description of the essay topic for which you need material.
- If you are requesting specific books, the author, title, publisher, and date of publication of the books.
- If you are requesting specific periodical articles, the author and title of the article, the title of the periodical it is in, and the volume number and date of the issue you need;

Or, use the Library Request Form found in the **Forms Appendix** of this handbook.

If the books you request are unavailable, library staff will select alternate titles for you. They will only do this if you have given them a fairly detailed description of your essay topic.

If you are asking library staff to search BISON and NETDOC you must include in your request the following information:

- a detailed description of all aspects of your research topic
- any geographical or chronological limits on your subject.
- how many articles you want to read or how long your paper is going to be

Never use the Request feature in BISON to request materials. This feature of BISON can only be used by borrowers who use the Library in person.

## **Policies and procedures of the Distance Education Library Mail Service**

### **Service standards**

Requests for specific titles will usually be filled within 48 hours. Requests that involve a literature search and photocopying will usually take about a week to fill. You should also allow for the time material is in the mail. For most Canadian locations this will be about two weeks.

### **Loan period**

The loan period is normally 60 days, including the time material is in the mail. A due date slip will be placed in your books. A book may be recalled for another borrower. If you have any questions about loan periods or recalls please contact the Distance Education Library Service.

### **Renewals**

Books may be renewed if they have not been requested by another borrower. For renewals contact the Distance Education Library Service.

### **Fines**

Fines are imposed for overdue material. At present the fine is \$ 0.50 per day per item and \$0.50 per day per recalled item. The replacement cost plus a processing fee is charged for an item that is lost or damaged.

### **Photocopying**

Library staff will photocopy to the extent permitted by the “fair dealing “ clause of the Copyright Act and the University’s licence agreement with CANCOPY. Any copies made for you by library staff are for your private study. They should not be returned to the library.

### **Postage**

The library pays the postage both ways for those students using Canada Post. Prepaid labels are enclosed in each package of books. These labels cannot be used for returns originating outside Canada. Students in the Canadian Armed Forces with a CFPO address, however, can use the prepaid labels.

### **Overseas students**

Due to difficulties with customs, security of library materials, and time constraints, the library is unable to give overseas students the same level of service as students living in Canada.

### **Using other libraries besides the University of Manitoba Libraries**

Most public and school libraries do not collect enough of the type of material that will support University level courses. As a currently registered student of the University of Manitoba you can obtain borrowing privileges at those

university libraries in the Prairie Provinces and British Columbia which are members of the Council of Prairie and Pacific University Libraries (COPPUL). For more information and to obtain a COPPUL library card contact the Distance Education Library Service. The COPPUL card can also be used at most of the Ontario University Libraries that are members of the Ontario Council of University Libraries (OCUL).

## Notes

## ■ Academic Regulations and Policy

*The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act (PHIA) both apply to the University of Manitoba. The Board of Governors appointed the President as the designated head under the Act. The President, in turn, has delegated her duties to the FIPPA Coordinator and the FIPPA Review Committee. Should any of the University's policies conflict with FIPPA and PHIA, the provisions of FIPPA and PHIA shall prevail unless otherwise expressly provided for at law. If you want access to University information, including personal information, you should apply under the appropriate Act (FIPPA or PHIA). Application forms can be accessed at: [www.umanitoba.ca/libraries/archives/fippa/](http://www.umanitoba.ca/libraries/archives/fippa/). For more information on University policies, please see the chapter on University policies in either the U of M Undergraduate or Graduate Calendars.*

### **Academic honesty**

Academic honesty and integrity is required of all members of the University community. Academic dishonesty may take several forms. For one, when secondary sources or other references are used in preparing assignments, your indebtedness to them must be acknowledged in every case, whether quoted directly or paraphrased; the failure to do so constitutes plagiarism, the act of passing off the ideas or words of another person as your own. The penalties for this academic crime are severe, and may include suspension or expulsion from the University. Any student who writes an examination on behalf of another student, or one who makes such an arrangement, will be subject to similar discipline.

### **Plagiarism and cheating**

To plagiarize is to take ideas or words of another person and pass them off as one's own. In short, it is stealing something intangible rather than an object. Obviously it is not necessary to state the source of well known or easily verifiable facts, but students are expected to acknowledge the sources of ideas and expressions they use in their written work, whether quoted directly or paraphrased. This applies to diagrams, statistical tables and the like, as well as to written material and materials or information from Internet sources. To provide adequate documentation is not only an indication of academic honesty but also a courtesy which enables the reader to consult your sources with ease. Failure to do so constitutes plagiarism. It will also be considered plagiarism and/or cheating if a student submits a term paper written in whole or in part by someone other than himself or herself, or copies the answer or answers of another student in any test, examination, or take-home assignment. Plagiarism or any other form of cheating in examinations or term tests (e.g., crib notes) is subject to serious academic penalty (e.g., suspension or expulsion from the faculty or university). A student found guilty or contributing to cheating in examinations or term assignments will also be subject to serious academic penalty.

Further details concerning plagiarism or any other form of cheating in examinations, term tests, or term assignments are provided in the General Academic Regulations and Policy section of *The University of Manitoba Undergraduate Calendar* or refer to Student Affairs at <http://www.umanitoba.ca/student>.

## **University written English and mathematics requirement**

All students admitted in the 1997-1998 Regular Session and later are required to complete, within the first 60 credit hours of their programs, a minimum of a course of at least 3 credit-hours with significant content in written English, and a minimum of a 3 credit-hour course with significant content in mathematics.

Some degree programs may have designated specific written English and mathematics courses to fulfil this requirement. Consult the program descriptions in the faculty and school chapters of the *Undergraduate Calendar* for details.

Course numbers of designated written English courses are marked with a “W” after the course number, and designated mathematics courses are marked with an “M” after the course number.

On-campus courses listed in the *Undergraduate Calendar* that satisfy the written English and mathematics requirement may differ from distance education courses that satisfy this requirement. A list of all distance education courses that satisfy the University written English and mathematics requirement is provided in the *Distance Education Guide*.

## **Exemptions to the University written English and mathematics requirement**

All students with completed baccalaureate degrees, who transfer into any program to which these requirements apply, are exempt from the university written English and mathematics requirements.

Registered Nurses entering the Bachelor of Nursing Program for Registered Nurses are exempt from the University written English and mathematics requirements.

For 1997/1998 and 1998/99 only, students who entered the School of Art were exempt from the University mathematics requirement.

Students transferring from college universitaire de Saint-Boniface who have completed a written French requirement (i.e., one of 144.093, 144.109, 144.11, 144.102) at the college before transferring to The University of Manitoba shall be deemed to have met the written English requirement.

## Other

### **U of M student photo identification cards**

Your photo identification card is your access key to all student services. You should carry your picture ID with you at all times. It is issued when you first register and is permanent throughout your attendance at the University of Manitoba. Only one U of M photo identification card is required.

The photo ID Card is your library card. You may be asked to show it when you sit for examinations, and you will need it if you pay the athletic facility or purchase a food service meal plan.

### **Obtaining your photo ID card**

If you are taking courses by distance education only, please use the ID Card Request located in the **Forms Appendix** of this Handbook to request your card.

If you are taking courses by distance education as well as on campus, you may obtain your photo ID card at the ID Centre, Student Records, 400 University Centre. This office is open from 8:30 a.m. to 4:15 p.m. Call 474-9423 for information on extended hours at the beginning of the fall term.

### **ID Cards for new students**

About two weeks after you receive your Certificate of Admission to the University of Manitoba, you can obtain your photo ID.

You are encouraged to obtain your card during the summer. A fee payment receipt to indicate that you have actually registered is not required.

### **ID Cards for returning students**

The photo ID Card you received the first time you registered is valid for your use as long as you are a student. Your registration is checked by computer whenever your card is passed through a University of Manitoba ID Card reader, so it is not necessary to renew or reactivate your ID card each year.

### **Replacement cards**

If your photo ID card is lost or stolen, or you change your name, report it to the ID Centre, Student Records, 400 University Centre.

There is a \$10 fee for a replacement card regardless of the reason for loss, except in cases where the loss was reported to the police and a police report number is provided to the ID Centre.

### **Change of name**

If you have changed your name since your last course registration, official evidence (such as marriage certificate or deed poll) must be submitted to the

Student Records office. If you are unable to submit proof well in advance of your registration you must register under your former name, and your records will be changed by the Student Records office upon notification, after registration. Registration under a name different from that under which your records are kept prevents the processing of your registration. Students who are required to register by telephone may advise the Student Records office of name changes as they occur. Send documents to Student Records, Room 400 University Centre.

## **Transfer of faculty**

Former students who wish to transfer from one faculty or school to another must complete an Application for Undergraduate Admission form, available in the Forms section of the *Distance Education Program Guide*, and send it along with the application fee to the Admissions office. If the transfer is permitted, your registration will be processed. Please note the deadline dates in the Academic Schedule (Section 8) of the *Distance Education Program Guide*. For further information consult the *Undergraduate Calendar*.

## **Application for graduation**

Every candidate for a degree, diploma, or certificate must apply using the Application for Graduation Form found in the Forms section of the *Distance Education Program Guide*. The form should be completed at the time of registration in the session in which you expect to complete graduation requirements.

Final dates for receipt of applications to graduate in February, May, or October, are provided on the Application for Graduation Form.

## **Student support services**

The University offers a number of support services that may be helpful to you:

- Aboriginal Student Centre
- Counselling Service
- English Language Centre
- Equity Service Office
- Financial Aid and Awards
- The Learning Assistance Centre
- Office of Student Advocacy
- Services for Students with Disabilities

Consult the *Distance Education Program Guide* for further information.

## Appendix A Style Manuals

The preparation of essays or term papers is a developed skill that improves with practice. It involves the careful choice of words; correct spelling, punctuation, and grammar; clear and forceful sentences; logical paragraph structures; coherent organization; and a concise writing style.

A consistent documentation system for presenting quotations, references, footnotes, and bibliographies is also a necessary attribute of overall good form, and is generally a requirement for written work in all courses.

There are three basic documentation styles. Your faculty, department, or instructor may specify that a specific style be used in the preparation of essays and term papers.

- APA (American Psychological Association).  
This method uses in-text, author-date citations that direct the reader to a list of references or works cited, thus dispensing with footnotes. It is preferred in many social and natural sciences.
- MLA (Modern Language Association).  
The system of in-text, author-page citations is closer to the one used in the social and natural sciences, and eliminates the need for all but explanatory notes.
- University of Chicago.  
This system is often used in many humanities disciplines that prefer a traditional footnote or endnote format. It also allows the author-date citation system used in the social and natural sciences.

There are several excellent essay-writing and style manuals available, and the purchase of one of them appropriate to your chosen field is a wise investment, for it will serve you well throughout your university career. Most of the recent publications include advice on working with a computerized word processor, and several of the general guides illustrate more than one documentation style.

The following titles are available at the University Book Store (prices subject to change).

Baker, Sheridan, and Lawrence B. Gamache. *The Canadian Practical Stylist*. 4th ed. Addison-Wesley, 1998. 308 pages. \$33.95.

This beginning-to-end manual for essay writers covers preliminaries, the structural aspects of sentences and paragraphs, and emphasizes thorough research techniques, evidence, and convincing argumentation. The new MLA in-text citation method is illustrated, but the coverage is not as complete as in other style manuals. This guide is used in many English courses.

Buckley, Joanne. *Fit to Print: The Canadian Student's Guide to Essay Writing*. 4th ed. Harcourt Brace, 1998. 200 pages. \$20.50.

In addition to covering the essentials of essay writing and their associated problems, this guide is distinguished by many extended examples (including whole short essays), self-testing exercises, and sample documentation entries in the APA, MLA, and University of Chicago styles. The book has a Canadian author and Canadian examples.

Gibaldi, Joseph, and Walter S. Achtert, *MLA Handbook for Writers of Research Papers*. 5th ed. Modern Language Association of America, 1999. 332 pages. \$23.50.

This widely adopted manual, recommended by an association of instructors of English and other languages, consists of a set of conventions for the written presentation of research. It covers the logical steps in research and writing, the mechanics of writing (spelling, punctuation, quotations, capitalization, etc.), the formal preparation of manuscripts, and documentation style. Sample pages of a research paper are included.

Hacker, Diana. *A Canadian Writer's Reference*. 2d ed. Nelson Canada, 1995. 224 pages. \$33.50.

This unusual handbook has a unique format for locating particular grammatical and stylistic topics in essay writing. Easy and rapid consultation is aided by a coil binding that allows the book to be laid flat. Topics include composing and revising, words, punctuation, mechanics, and grammar. APA and MLA documentation styles are described and illustrated. The book has a Canadian author and Canadian examples.

Hartman, James B. *Learning Skills for Adult Students*. 1995. 20 pages. \$3.50.

To get the most out of your courses, it is important to make maximum use of various learning opportunities: lectures, books, and other materials. Your motivation will be increased by acquiring or strengthening the learning skills needed to succeed. This brief booklet will provide you with helpful hints designed to increase your enjoyment in learning and your ability to organize and retain knowledge. It contains sections on improving your reading skills, getting the most from your textbooks, developing your writing skills, preparing essays, and studying for examinations.

Kane, Thomas S., and Karen C. Ogden. *The Canadian Oxford Guide to Writing: A Rhetoric and Handbook*. Oxford University Press, 1993. 767 pages. \$30.95.

This guide deals in depth with aspects of the essay: the paragraph, the sentence, and diction. Other sections cover the elements of composition, kinds of writing, a survey of punctuation, and a review of grammar. The new MLA documentation style is illustrated. The book has Canadian authors and Canadian examples.

Messenger, William E., and Jan de Bruyn. *The Canadian Writer's Handbook*. 3d ed. Prentice-Hall Canada, 1986. 621 pages. \$34.50.

This handbook contains detailed treatments of sentence grammar and punctuation, the mechanics of writing, style and composition, the research paper, and sample student essays with grades and comments. While the favoured documentation style is the traditional MLA, examples of the new MLA style and brief accounts of the methods used in the social and physical sciences are included. The book has Canadian authors and Canadian examples.

Northey, Margot. *Making Sense: A Student's Guide to Research, Writing, and Style*. 3d ed. Oxford University Press, 1993. 152 pages. \$19.95.

This guide reviews the basics of preparing essays, book reports, lab reports, and business reports, and includes chapters on writing examinations and letters of application. Reference citation styles cover the traditional documentation system and the new MLA system for the humanities, as well as sample entries for specific science subjects and the APA style. The book has a Canadian author and Canadian examples.

Northey, Margot, and Maurice R. Legris. *Making Sense in the Humanities: A Student's Guide to Writing and Style*. Oxford University Press, 1990. 142 pages. \$17.50.

This guide shares many of the chapter titles with the preceding guide by the same author, but emphasizes research sources, reference works, and general critical perspectives relating to humanities subjects. The traditional humanities documentation style and the new MLA system are illustrated. The book has a Canadian author and Canadian examples.

*Publication Manual of the American Psychological Association*. 5th ed. American Psychological Association, 2001. 439 pages. \$41.50.

The editorial style presented in this manual is used by most writers in psychology and other behavioral and social sciences. In addition to sections dealing with the content and organization of manuscripts, writing style, the grammatical expression of ideas, and the preparation and submission of manuscripts to professional journals, it includes sections on the electronic preparation of manuscripts, production, and publication. (The APA reference citation style is also covered in several other books on this list).

Stewart, Kay L., Chris J. Bullock, and Marian Allen. *A Brief Guide to Essay Writing for Canadian Students*. Prentice-Hall Canada, 1996. 281 pages. \$35.50.

The chief focus is on the stages of writing analysis essays (topics, gathering material, formulating a thesis, drafting, revising, and final editing). Other special types of essays (comparison, evaluation, research papers) are also discussed, along with several sample essays. Various resources are described, and MLA and APA documentation styles are illustrated.

Strunk, William, Jr., and E. B. White. *The Elements of Style*. 4th ed. Macmillan, 1979. 92 pages. \$9.99.

This writer's classic covers elementary rules of usage, principles of composition, form, misused words and expressions, and style. While it is not sufficiently comprehensive enough for all aspects of university-level essay writing, it is a useful supplement to others on this list.

Turabian, Kate, L. *A Manual for Writers of Term Papers, Theses, and Dissertations*. 6th ed. University of Chicago Press, 1996. 308 pages. \$20.95.

Based on the 14th edition (1993) of *The Chicago Manual of Style*. In addition to chapters on the mechanics of writing, it includes extensive examples of citation methods for the author-date system of parenthetical references and reference lists, preferred in the social and natural sciences; and the system of footnotes and bibliographies, long preferred in humanities disciplines. There is a section on computerized word processing. This definitive guide is useful in many disciplines at all levels.

## Notes

## Appendix B

# Open Computer Facilities for Students at the University of Manitoba

Location	Equipment	Hours
<b>Agriculture</b> Windows / Unix 237 Agriculture	28 PCs (Pentium/133) 4 Unix terminals 2 dot matrix printers	Mon – Fri: 8:30 am–10:00 pm Sat & Sun: Closed
<b>Architecture</b> Windows 121 Architecture 2 Zip Drive available	35 Macintosh (21 PowerMacs & 5 680x0) 10 PCs (Celeron 400) 2 dot matrix printers	24 hours/7 days
<b>Brodie</b> Windows 230 & 280 Brodie Centre Zip Drive available	23 PCs (Celeron 400 – 230 Brodie) 2 Unix terminals (230 Brodie) 1 dot matrix	24 hours/7 days (with card access)
<b>Dafoe Tunnel</b> Windows / Unix 8 Dafoe (located in tunnel between Dafoe Library and University College) Zip Drive available	70 PCs (Pentium/200, P233) 60 Unix terminals 6 dot matrix printers	Open 24 Hours 7 Days/Week
<b>Dentistry</b> Mac D012 Dentistry (Bannatyne)	10 Macintosh (PowerMacs 7200s) 1 dot matrix printer	Mon-Fri: 8:00 am-6:00 pm Sat & Sun: 8:00 am-5:00 pm
<b>Education</b> Windows / Mac 330 & 334 Education	21 Macintosh (PowerMacs) 25 PCs (Pentium/133) 4 dot matrix printer	Mon – Fri: 9 am-5 pm Sat & Sun: Closed
<b>Engineering</b> Windows 229A Engineering 2	24 PCs (Celeron 800) 3 dot matrix printers	Open 24 Hours 7 Days/Week
<b>Engineering</b> Windows 351A Engineering 3 Zip Drive available	19 PCs (Celeron 400) 2 dot matrix printers	Open 24 Hours 7 Days/Week
<b>Engineering</b> Unix Rm. 523 & 524 Engineering 3	38 Unix terminals 26 Sparcstations 2 dot matrix printers	Open 24 Hours 7 Days/Week
<b>Fitzgerald</b> Mac 107 & 404a Fitzgerald Zip drive available	22 Macintosh (6 PowerMacs, 15 iMacs, 1 680x0) 1 laser printer (charging handled through the School of Art office) 2 dot matrix printers	Mon – Fri: 8:00 am-10:00 pm Sat: 8:00 am-6:00 pm Sun: Closed

Location	Equipment	Hours
<b>Frank Kennedy</b> Windows 182 Continuing Education Complex Zip drive available	24 PCs (Celeron 400) 2 dot matrix printers <b>This area closes for MiniU in July &amp; August</b>	Mon-Thursday: 8:00 am-10:00 pm Fri: 8:00 am-5:00 pm Sat & Sun: Closed
<b>Human Ecology</b> Windows Rm. 107 Human Ecology Zip drive available	30 PCs (Pentium/233) 3 dot matrix printers	Mon – Fri 8:30 am-9:45 pm Closed Sat & Sun
<b>Machray Hall</b> Unix 112-115 Machray Hall (located off tunnel in basement of Machray Hall)	43 Unix terminals 6 dot matrix printers	Open 24 Hours 7 Days/Week (partly closed for renovations for the fall term)
<b>St. John's College</b> Windows 121 St. John's College Zip Drive available	10 PCs (Celeron 800) 1 dot matrix printer	Open 24 Hours 7 Days/Week (Building is locked between 10:00 pm-7:30 am daily)
<b>St. Paul's College</b> Windows Rm. 131 St. Paul's College Zip Drive available	15 PCs (Celeron 800) 1 dot matrix printer	8:00 am-midnight Building open: Mon – Fri: 6 am-10 pm Sat & Sun: 8 am-8 pm
<b>University College</b> PC / Mac / Unix 233 University College Zip Drive available	24 PCs (Celeron 400) Windows NT 7 Macintosh (PowerMac 6100s) 7 Unix terminals 2 dot matrix printers	24 Hours from: Sun 6:00 am to Fri 10:00 pm Sat 6:00 am-10:00 pm

(Note: Times are subject to change. For current schedule see [www.umanitoba.ca/can/support/consched.html](http://www.umanitoba.ca/can/support/consched.html)).

- Support Desk, 629 Engineering, Mon-Thurs 9:00 am-4:30 pm & 6:00-9:00 pm, Fri 9:00 am-4:30 pm
- Laser Printing (Unix and microcomputing), Copy Centre, 118 University Centre, for a fee.
- Free dot matrix printing is provided in the Academic Computer Labs.
- Please provide your own headphones.

User Support line: 474-8600

## Appendix C

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# Appendix D Forms

## Notes

## Request for Help

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## **Application Requesting an Incomplete Grade Classification**

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**Application Form for Examination at  
Location other than The University of  
Manitoba Campus**

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**Location of Examination Centres other  
than the University of Manitoba campus**

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# **Application for Deferred Examination**

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# ID Card Request

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# Borrower Registration Form

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# Library Request Form

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# 2001-2002 Distance Education Timetable