Seminary Online Education

Student Handbook
2017-2018

Welcome to Ambrose Seminary Online Education Program

We are pleased that you have decided to join us on this adventure. We trust you will get to know God more deeply as you study and that you are enriched through your studies. Online learning will require motivation, commitment, and perseverance. The flexibility of these courses allows you to set your own pace and schedule. But it also means you will need to be organized and focused.

Learning is definitely a lifelong endeavour. Ambrose Seminary prepares Christians for ministry in the evangelical tradition, at the post-baccalaureate level. We trust that these courses will further prepare you for service and leadership and contribute to the exercise of your gifts and abilities that God has given you.   You are an essential part of the mission of God in and through the church.   We continuously seek to refine our courses and programs so that you will receive context-sensitive training that will equip you for ministry. Our goals are to:

- Provide students with high quality educational opportunities
- Enable and support students to become life-long learners
- Provide an alternative form of study for those that are unable to take courses on our campus

The handbook is provided as a guide to help you through the maze of online learning. Information related to policies and procedures are included. This information is provided to you to help you be successful in your studies with us. Please do not hesitate to contact us if you have any questions or concerns in the process.

Please note that by registering for these courses, you are acknowledging that you will comply with all the policies and guidelines as stated in our Academic Calendar (https://ambrose.edu/academiccalendar).

May God guide and enable you as you begin your studies.

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GENERAL INFORMATION

Admission

Online courses are available to those on and off campus. It is the student's responsibility to determine how a course fits within his/her current program.   On-campus students are restricted from taking a distance learning course when the same course is offered on campus during the current semester.

Off-campus students make take up to a total of three courses without applying to a specific program. After the third course, students should contact the Admissions department about applying for a program of study. If a student wishes to take more than three courses, they must be admitted to a program of study.

Registering for Courses

Students must be registered for an online course by the first day of the class.   If a student is enrolled in a degree program, registration should be done on the student portal. Those students who are not enrolled in a program (Open Studies students) and are taking this out of interest should fill in an individual registration form and send it to the Registrar's Office. (The form can be dropped off at the office or sent by mail, email or fax.) Upon receipt of the form, the Registrar's Office will register the student in the course and advise the student of this by email.

Adding/Dropping Courses

If a student wishes to add or drop online course or change from credit to audit, without academic or financial penalty, this can be done up to the end of the first week of the class. Open Studies students need to advise the Registrar's Office by email. Students enrolled in a degree program should do this on their student portal. Any courses that are dropped will not show on a student's transcript. There is a tuition refund if dropped before the end of the first week. Please contact the Finance Office if you have any questions related to this matter.

Withdrawal from courses after the first week of classes and before 4 p.m. on Friday of the 6th week must be done through the Registrar's Office. A grade of "W" will be recorded on the student's transcript. A "W" is not included in the grade point calculations. There is no tuition refund for withdrawals.

Course Audits

A maximum of two students may audit any individual course, if there is sufficient room in the class. This is based on a first-come-first-serve basis. A student can change from credit to audit in the first week of the class only.

Student Status

Students enrolled in nine credit hours per semester are considered full-time students.   Students with less than nine credit hours are considered to be part-time students. Students who are registered in an individual course but are not admitted to a program of study are considered to be Open Studies students.

Payment of Student Fees

Students are required to pay all tuition and student fees for the Fall semester by August 31st or the first day of class in the winter semester. Students unable to pay the full amount or awaiting student loans should contact the

Finance Office at studentaccounts@ambrose.edu or (403) 410-2910. A tuition deposit fee of $250 must be made before a student can be registered in a class. Ambrose does not accept credit cards for payment of tuition fees.

Student Portal

All newly admitted students will be sent an ID and password from Ambrose to their non-Ambrose email account. This password will provide access to the Student Portal, Moodle, and the student's Ambrose email account. All current students can register for any online course through the portal. If you are not admitted to an Ambrose program and you wish to take one to three classes ("Open Studies student"), please fill in the individual registration form and send it to the Registrar's Office (by fax, email, mail, or in person). The Registrar's Office will register you for the class. (See contact information on page 10.)

Course Details

All classes are taught by Ambrose Seminary faculty members or approved Ambrose sessionals and provide the specific direction for each course. The majority of Ambrose Seminary's Online Education program sessions will be asynchronistic (i.e., chat rooms, threaded discussion, text, video, etc), but there will also be two or three synchronistic (live) classes to enable you to interact with your fellow students and instructors. Instructions will be provided to enable you to participate fully in these sessions.

Each course is eight weeks of instruction, with the remaining weeks to complete assignments. Specific due dates are listed in your syllabus.

An online course site will be provided through Moodle, and your original ID and password will give you access to this site. All course information, including the detailed course syllabus, is available on this site.

Course Materials

All course materials will be posted on the course Moodle site online. (Further instructions will be provided, to assist you in accessing your class' site.) Please note: Exam questions may be developed from all required reading, including all course supplementary materials, unless otherwise stated.

Textbooks

The course syllabus will provide all the information for required and supplementary reading. Textbooks can be purchased through the Ambrose Seminary Bookstore (www.ambrose.edu/bookstore). You may choose to order the book from an online source as well. Some of the materials may be available at a local university library or theological seminary in your area, or online through the Ambrose Library. The supplementary readings are provided to assist you in gaining greater understanding of the material discussed.

Planning

Online Education is a relatively new way of learning and can seem a little intimidating at first. You should use your syllabus to plan your course workload. We recommend that you set aside a specific period of time to devote to your studies each week. If possible, set aside a quiet place where you can concentrate. You should plan on spending about six hours a week or more on each course. Don't forget to take breaks in your schedules. A ten-minute break can bring greater concentration and more clarity in writing.

Assignments

Your course syllabus (available on your class Moodle site) will provide you with the details as to the content and due dates of all of your assignments. Work at the assignments weekly. If you do not leave the assignments until the last minute, your learning will be greatly enhanced. The specific format for written assignments is described in your syllabus.

Be sure that you proofread all assignments and keep a copy of your work. Assignments can get lost on occasion. Assignments should be submitted through the Moodle site. If you are having a problem with this, please contact our IT Helpdesk. They are there to help you!

The format requirements of your assignments will be indicated on your course syllabus.

Note that all late work, unless an extension has been granted, will be penalized according to the instructor's policy as indicated in the course syllabus.

Academic Integrity

Ambrose is committed to maintaining high academic standards. Ambrose is committed to fairness, due process, and proper compassion. At the same time, given our mission, we cannot overlook failures of personal integrity in academic matters and will deal with them in an effort to seek the best interest of all concerned. Academic honesty is a sign of personal integrity. Our Academic Dishonesty policy is described in detail in our online Academic Calendar. (Please see our Academic Calendar.)

Exams

If your course has an exam, this will be noted in your course syllabus. (Not all classes will have exams.)

Research and Reference Materials

As an Ambrose Seminary student, you will have full access to all our online resources through the Ambrose Library. See page nine for more detailed Library information.

Grades

Your instructor will grade your assignments. Final letter grades are assigned and will be posted on the student portal. You should review your grade and if you have questions about your final grade, please contact your instructor. If you wish to appeal your final grade, please complete the Student Appeal Application and send it to the Office of the Registrar (by mail or email – registrar@ambrose.edu), along with details for the payment of the $50 fee. Grade appeal guidelines are described in the Academic Calendar on our website

Please note that grades are only released to the student. We cannot provide this information to anyone else, unless authorized to do so by the student.

Official transcripts can be requested from the Office of the Registrar. The request form is available on our website. Payment of the fee is required to process the transcripts.

Assignment Due Dates

All coursework must be completed by January 31 (Fall semester), May 31 (Winter semester) or July 31 (Spring semester). However, individual due dates for assignments as indicated in the course syllabus must be followed.

ACADEMIC POLICIES

Late Policy
See the course syllabus for details.

Extensions
All course requirements and due dates are defined in the course syllabus. If you are unable to complete individual assignments by the due date, you should contact the instructor about a time extension. Time extensions granted by the course instructor may not extend beyond the end of the semester.

If you are unable to complete your course work by the end of the semester, due to unforeseen circumstances, you may apply for a time extension through the Office of the Registrar. Such applications will be reviewed by the Registrar, together with the instructor and the appropriate Academic Dean.   Normally, extensions will be considered only in the following circumstances:

- the quality of prior course work has been satisfactory;
- circumstances beyond the student's control, such as an extended illness or death of a family member, that make it impossible for the student to complete the course work on time; and
- the student submits an extension request to the Registrar no later than one week before the end of the semester.

If granted, extensions do not excuse a student from the final examination (if there is one). A temporary grade of 'TX' will be assigned until the revised due date or until the required course work is complete and marked, whichever is earlier. A final grade of 'F' will apply to:

- all course work submitted after the end of the semester unless an extension has been granted; and
- all course work submitted after the revised due date granted by the extension.

Other Academic Policies

All other academic policies can be found in the Ambrose Seminary Academic Calendar, which is available on the Office of the Registrar's website. (Please see our Academic Calendar for current policies.

Important Information
The Ambrose email account serves as the primary mode of official communication with students. Information delivered to a student's Ambrose email address will be considered official notification.

Seminary Personal Growth Portfolio (PGP)
 A degree requirement for all Master of Divinity (MDiv), Master of Arts in Intercultural Ministries (MAIM) and Master of Arts in Leadership (MALM) programs.

Purpose:
The Association of Theological Schools (ATS) requires of its associated and accredited Seminaries tools that best gauge the abilities of their student's growth while enrolled in the Seminary. The PGP will assist the Ambrose

Seminary student in gauging and tracking their learning and personal developments as well as provide the student's Ambrose academic advisor a personal opportunity to provide feedback concerning growth.

Instructions:
 The student creates an electronic file whereby required documents are submitted and saved throughout your Ambrose Seminary career. These documents provide a platform for discussion and interaction, as well as a sense of measure concerning your learning while enrolled at Ambrose Seminary. Both the student and the faculty advisor will find discussing this material advantageous for your personal growth and learning.

Upon finalizing an Artifact section, (after 15, 30, and 60 credits), the student will submit documents electronically to, their faculty advisor, and schedule a personal debrief conversation concerning their progress. All documents will be kept in the strictest confidence.

Upon the conclusion of every school year an anonymous summary of all PGPs will be prepared and presented to the Seminary year-end Faculty review outlining significant findings.

Detailed Information:
A PGP faculty advisor handbook and the student handbook are available in the Registrar's Office Sharepoint site, for faculty members.

STUDENT SERVICES

Finance

Current tuition fee information is available online.

Library

Library staff is available during all hours of operation and will be happy to help students with their questions. For more in-depth research questions it is best to contact the library between 8:30am and 4:00pm weekdays, when a professional librarian will be onsite.

Once the Online class registration procedures are complete, students should **register with the library.** You can come in person, or contact the library via email (library@ambrose.edu) or phone (403.410.2946). In either case you will need:

- your *Student ID number*
- your *Ambrose student email address*
- complete *contact information*

The Ambrose Library website will be your access point for library hours and general library information as well as links to:

- the Catalogue Search page
- database access*
- your library account (*My Account* on the gold horizontal bar on Catalogue Search page)**

* you will need your Student ID plus PIN (=postal code) to access the databases.
** you will need your Student ID # plus a PIN (=last 4 digits of your phone number) to access your student account.

For students who live outside the Calgary catchment area we can mail research materials via Canada Post. This service will include a limit of 5 books at a time and will NOT include any textbooks or reserve titles.

Bookstore

The Bookstore handles the sale of all textbooks. Please visit our website for the hours of operation, contact information and online ordering. For those ordering from out of town, shipping charges will be added to the cost of the textbook.

Academic Advising

All students will be assigned an academic advisor and given his/her contact information upon acceptance. You are encouraged to contact your advisor for both course and program information. You will be sent a registration package once registration has opened. (Course schedules are posted April 1 for the following year academic year – September to August.)

Contact Information

Ambrose Seminary
150 Ambrose Circle SW
Calgary, AB T3H 4L7
Tel: (403) 410.2000
Fax: (403) 571.2556
www.ambrose.edu
reception@ambrose.edu

Admissions
Tel: (403) 410-2900
www.ambrose.edu/admissions
admissions@ambrose.edu

Registrar's Office
Tel: (403) 410-2905
www.ambrose.edu/registrar
registrar@ambrose.edu

Finance Office
Tel: (403) 410-2910
www.ambrose.edu/finance
studentaccounts@ambrose.edu

Help Desk, IT
Tel: (403) 410-2930
Office hours are 7 a.m. to 6 p.m.
helpdesk@ambrose.edu

Library
Tel: (403) 410-2946
www.ambrose.edu/library
library@ambrose.edu

Bookstore
Tel: (403) 410-2939
www.ambrose.edu/bookstore
bookstore@ambrose.edu

Student Life
Tel: (403) 410-2925
www.ambrose.edu/studentlife
kyule@ambrose.edu

COURSE DEADLINES

Registration Dates:
- Registration deadline for each online course is the day before the first day of classes.
- Deadline for dropping a class without financial or academic penalty is 2 weeks after the class begins. (The course will not appear on your transcript.)
- Deadline for withdrawing from a class without academic penalty is the end of the 6th week of the class. (A letter grade of 'W' will show on your transcript.)

CHECKLIST FOR ONLINE EDUCATION COURSES

- Pay your tuition deposit through the Finance Office.
- Register for the class.
- Ensure that you have received your ID and password for your Ambrose email and for the Moodle site. (If not, please contact our IT office.)
- Familiarize yourself with Moodle. A training video is available for you on the Moodle home site. Just sign in and you will see it.

- Find the syllabus on your course Moodle site. Read it and note the course schedule. Plan your semester schedule accordingly.
- Read the staff information to meet your professor and to learn how to contact him or her. There is a link on your Moodle site to your instructor's bio.
- Log into Moodle at least twice a week, in order to keep up with announcements and assignments.
- Questions regarding course content, assignments, and grades should be directed to your professor.
- Questions regarding technical issues should be directed to our IT Office
- Questions regarding registration issues should be directed to our Registrar's Office
- Questions regarding library resources should be directed to our Library
- Questions regarding textbook issues should be directed to our Bookstore.
- Questions regarding financial issues should be directed to our Finance Office

TECHNOLOGY

All students are required to have either a laptop or desktop based computer, running either Microsoft Windows (XP or better) or Mac OSX (10.5 or better). Below are minimum specifications for a student computer:

- Core Duo processor or better
- 2GB of RAM
- DSL or Cable High speed Internet connection
- Webcam (for interactive video chats)
- Headset with microphone (for interactive voice chats)

Your instructors will require your written submissions to be done in Microsoft Office format. Should you need to buy this, please go to Microsoft Office. Discounted versions are available to students.

Ambrose student technology services

Ambrose offers a number of online services for our students. All student-related services can be found online.

- *Your Ambrose student email* – all correspondence between you and the institution will use this address. Please monitor your account on a regular basis.
- *Moodle* – Our learning management system that will act as repository for your class. The course syllabus, video lectures, and other items will be held on Moodle for your class. Moodle also will accept your assignments and be the starting point for your synchronous and asynchronous discussion times.
- *Student Portal (Student Registration System)* – The portal allows access to your grades (once the course has been completed), your transcript, your degree audit, and allows you to register for classes in future semesters.
- *Reset Password* – We all forget our password from time to time, you will be able to reset your password at any time.
- *Computer Support* – If you need assistance with any of our services from email to the website, please contact IT.

The My Ambrose site also displays announcements for the student body on the front page. If you have missed an item, previous announcements can be accessed as well from the site.

Help!

If you are experiencing difficulties with the Ambrose services, please contact our Information Technology Helpdesk. The Helpdesk is open from 8:30 am to 4:30 pm Mountain time Monday to Friday. We can be reached either by filling out the form on My Ambrose, calling 403.410.2930, or via email at helpdesk@ambrose.edu.

Please understand that we can only assist with issues pertaining to the operation of our online services and cannot assist with general computer issues such as Internet connectivity, operation of software programs, and computer hardware problems.