

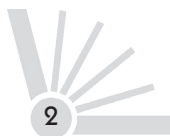
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This handbook is your guide to the University of Guelph's online horticulture, turf and landscaping courses. It contains important information about how your distance education course works.

An online version of this document is available at:
<http://www.HorticultureCertificates.com/documents.html>.

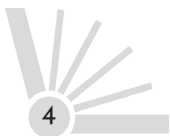
In the event of a discrepancy between the print version and the online version, the online version will apply.



Welcome

Welcome to landscape, horticulture and turf programs at the University of Guelph. Our offerings are divided into five certificates, each intended to provide helpful training and insight into the industry-related subject matter. These are unique programs designed to provide the essential knowledge you need, through flexible online learning, to make insightful decisions relating to landscape, horticulture and turf issues. The certificates use the internet to deliver highly specialized, content-rich courses, which you can take at home and at a time convenient to you, without interrupting work and lifestyle schedules. The courses are based on scientific research and industry trends and are presented in a practical format, making it easy for you to apply the newly gained insight to your decision making process. These certificates will provide industry personnel with credentials required for advancement and enriched job satisfaction and furnish home gardeners with enhanced horticultural skills.



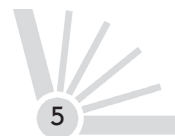


Online Learning Expectations

This handbook is your guide to the University of Guelph's online horticulture, turf and landscaping courses. It contains important information about how your distance education course works.

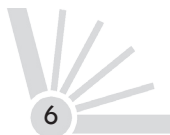
Online distance education courses require students to take responsibility for maintaining the pace of study. To be successful, it is essential that you begin your studies the first week of classes and participate regularly throughout the semester. You should expect to spend 6 to 12 hours per week on each course.

You are expected to have an understanding of internet and email basics. You will be navigating and searching the internet and corresponding with others in your class using web-based conferencing and email.



Important Dates

ONLINE COURSE ACCESS	Friday before class start date.
COURSE END DATE	Friday of Week 12.
DEADLINE FOR REFUND, LESS \$75.00 ADMINISTRATION FEE	Friday of Week 2. Refunds will not be issued after this date.
LAST DAY TO DROP WITHOUT ACADEMIC PENALTY	Fortieth day of class (Friday of Week 8).
COURSE ACCESS ENDS	Two weeks after the course end date.



Cancellation Policy

A full refund will be issued provided the Office of Open Learning receives a completed Drop Form 30 calendar days or more prior to the course start date. A Drop Form is found at www.HorticultureCertificates.com, select “Documents”. A completed Drop Form, including signature, can be faxed or mailed.

A refund less a \$75.00 administration fee will be issued provided the Office of Open Learning receives a completed Drop Form at least 29 calendar days or less prior to the course start date or up to the Friday of the second week of the course. Your course materials and original income tax receipt must be returned to the Office of Open Learning for the refund to be issued.

No refunds will be issued after the second week of the course.

Failure to take part in a course does not constitute notification of withdrawal and will result in forfeiture of the entire course fee.

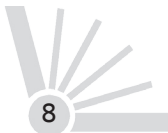
Should you decide not to continue after the course refund deadline, you must still send in a completed Drop Form by the 40th class day to avoid academic penalty (receiving a grade of “F” on your academic record). Drop Forms are not accepted after the 40th class day (the Friday of week 8 in each course).



Technical Requirements

Online courses have the following requirements:

	System Requirements	
Component	Required	Recommended
Operating System	Windows 98, 98SE, ME, 2000, 2003, XP, Vista or Mac OS X (up to 10.4) (Note that some courses require access to a Windows-compatible computer)	Windows XP Service Pack 2
Video	SVGA monitor -- set at a minimum resolution of 800 x 600 --	Resolution of 1024x768 or greater
Peripherals	CD-ROM drive Speakers	
Supported Browsers (Windows)	Internet Explorer 7.0 Firefox 3	
Supported Browsers (Mac)	Safari 3.1 Firefox 3	
Internet Speed	56K modem	DSL or Cable modem
Java Script	Enabled	
Cookies	Enabled	
Software	word processing software	



Course Materials

Courses in our certificates are offered in a variety of formats. While each course is based in the online environment, please note that some courses may include print manuals, CDs, DVDs, or other components that are required for study or assessment. All materials are yours to keep upon completion of the course.

Obtaining Your Course Materials

If your course has print or audio-visual materials, please fill in the online shipment form to receive your materials. The shipment form is located at <http://www.horticulturecertificates.com/documents.html>. Once you fill in the form, your course materials will be shipped to you via courier. The courier company delivers Monday to Friday from 8:00 a.m. to 5:00 p.m. and will require a signature upon delivery. If you are not home during these hours, fill in the shipment form with an alternate address where someone can sign for the package.

Note: You will need to fill out the online shipment form each semester you take courses. If you do not fill in the form, the shipment of your course materials may be delayed. Also note that shipment of course materials generally does not commence until two weeks prior to the course start date.

When providing a Rural Route address, include the 911 number or legal land description. Otherwise, the courier may refuse to deliver the material.

Important

Review your course materials as soon as you receive them. Audiovisual materials may be corrupted or may have been damaged in transit.

For missing or malfunctioning materials contact:
materials@open.uoguelph.ca or phone 519-824-4120 ext.
54776.

Library Cards

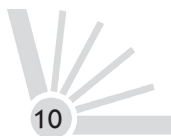
All new students are provided a library card issued by the Office of Open Learning. Use it to access journal articles online through the library's online catalogue system.

You are also welcome to visit the University of Guelph Library at any time, and to make use of the books, journals, reference sources and staff available to assist you with your research needs.

Your card will be activated for use at the start of the semester. Please retain this card for use in future semesters of study.

If you are new to the library, go to http://www.lib.uoguelph.ca/services/borrowing/open_learners.cfm for detailed instruction on using the online catalogue system.

The Library has also developed a series of online tutorials to help you learn how to find books, journal articles, etc. You can access them at: <https://www.lib.uoguelph.ca/assistance/tutorials>



Accessing your Online Course

Information on accessing your online courses is available at:
www.HorticultureCertificates.com

New User

You will need your student ID to complete the process. Your student ID is provided on the library card you received.

Go to www.HorticultureCertificates.com and click on New User. The system will generate a username immediately, and you will be prompted to create a password. An email message containing your username and password will then be sent to the address you provide. Once you have your username and password, you can log in through the same login page.

Previous Users

If you have taken a previous course within the horticulture, landscaping and turf programs, you will use the same username and password.

Forgot your password? Go to www.HorticultureCertificates.com, click on Forgot Password and follow the instructions. Note that your username and password will be sent to the email address on file at the time of your last course registration. If this has changed, contact info@open.uoguelph.ca.

Technical Assistance

Online help can be accessed by clicking Help on the course website. If you have any questions regarding the technical requirements or access to the course website please contact:

Technical Support
Email: help@open.uoguelph.ca
Phone: 519-824-4120 ext. 56939
Toll Free for Canada & USA only:
1-866-275-1478

Technical Support Hours of Operation:

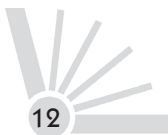
Monday to Friday: 8:30 a.m. to 8:30 p.m.

Saturday: 10:00 a.m. to 4:00 p.m.

Sunday: 12:00 p.m. to 12:00 a.m.

When contacting Technical Support concerning your login and password, have your student number handy.

Note: If you add or drop a course, it may take up to 24 hours for the change to be reflected on the course website.



My Home

This is the first page you see each time you log into your course website. It is where the Office of Open Learning broadcasts news messages to course participants.

Messages are listed in date order (most recent at top). All previous messages can be viewed by clicking the Show All button. You should check for new messages each time you log on.

Access to all your courses is available from this page. Simply scroll down to the bottom to see the links to your courses. As well, from within a particular course website, the My Home option returns you to this central location, from which you can access a different course.

In the My Settings section, you can change your profile, preferences and password settings.

Course Website

Each online course has its own website where you receive information, access content, and connect with other students and the course instructor. Since you are responsible for all course announcements, assignments, activities, and electronically distributed materials, we recommend you visit your course website(s) at least two or three times a week.

Here are the various course website components.

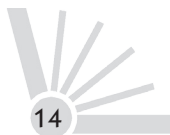
Course Home

Each course has a Homepage where the instructor will write a welcome message, post course announcements, and offer class-wide guidance, support or reminders.

The Course Homepage also features an Events listing which might include: course discussion periods, assignment due dates, quiz dates, and holidays or other events. Below this, you can open My Calendar to see events listed in calendar format and add personal events or reminders. For many students this serves as a useful planning tool. Note: Only you will be able to view events that you add to your calendar.

Outline

The Course Outline offers course syllabus information such as: course introduction and overview, learning objectives, descriptions of activities and resources, assessment details (online participation, assignment and exam requirements, schedule of dates) and support contact information.



Timeline/Modules

This option presents a timeline of the semester's work. It lists, or links to, content units, learning activities, assignments, quizzes and resources. This option is useful for keeping track of course requirements and planning ahead.

The Modules option leads you to the heart of the course. Each module's link provides you with an overview of the module and a detailed look at the module topics.

Resources

The Resources option links users to specific course-related resources, online library resources, and additional online learning information.

Discussions

Discussions are online, text-based areas where you can interact with classmates and instructors. They are the best place to share information and documents, and to participate in course related discussions.


Unlike chat rooms, discussions let you participate without having to be online at the same time. You and your classmates can post messages to a set topic and respond to one another's messages. A series of replies to the same message or question is called a thread. This thread feature helps you follow multiple discussions.

Attachments let you share files with group members. While you can attach files to email messages, the private nature of email makes it more difficult to organize group work. Discussions keep your postings and attachments conveniently organized in one place. (All attachments are scanned regularly for viruses,

however, please ensure that you have up-to-date anti-virus software installed on your computer.)

Discussions also allow your instructor to participate in the online conversation, monitor your groupwork, and offer feedback. Your instructor cannot do this if you are privately emailing each other.

Each course has a custom discussions structure designed for its topics and activities. If your course has study-group activities, you will be assigned to a group within 24 hours of your initial login and then be able to join the appropriate group conferences. To find out which group you are in, select the Group link from the navigation bar.

In addition to the course-specific discussions, there are discussions shared by all online courses within a particular semester. These are identified by a blue .

The ***Test Conference*** is a place to test out the discussions tools

The ***Technical Help Conference*** is moderated by support staff and is a place for you to post technical questions.

Each course has a “Coffee Shop” Discussion or site with a similar name. This is the place to discuss topics not related to the course material. Feel free to use the coffee shop to share weekend experiences or post questions.

Class List

The Class List option is divided into three tabs:

All: lists all staff and students in the course.

Staff: names and email links for course instructor(s).

Students: student names and email links are listed in alphabetical order. Participants can complete an optional profile or provide a link to their personal homepage.

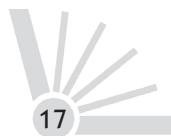
The names of users currently logged on are highlighted in yellow, with a green dot in the left column. (The fact that a student is logged on does not necessarily mean that they are participating in this particular course.)

Quizzes

Some courses have online quizzes or tests usually scheduled for a particular point in the course timeline. When you click on the Quiz option, you will be taken to the Quiz Homepage for your course. From here, click on the link to the quiz you want to complete.

Taking a Quiz

After you answer a question, save it by clicking Save. (Answers can still be changed; simply make your change and click Save again.) When you are satisfied with your answers, click Go to Submit Quiz. If you've missed any questions, a message listing the questions you haven't answered will appear, and you will be able to return to those questions, if you wish. Once you have selected "Submit Quiz", your quiz will be submitted and you cannot change your answers. A message window will appear telling you that your quiz has been submitted.



If you encounter any technical problems while taking a quiz, please contact Technical Support immediately.

Technical Support
Email: help@open.uoguelph.ca
Phone: 519-824-4120 ext. 56939
Toll Free for Canada & USA only:
1-866-275-1478

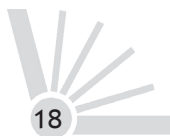
Timed Quizzes

Some quizzes are timed and some are not. For timed quizzes, time remaining will be displayed at the top of the quiz. If you run over the allotted time, your quiz may be marked as late.

To keep the clock current, we recommend that you click Save after each question.

Receiving Your Results

For self-test quizzes that are not graded, you will immediately be able to see your results. For graded quizzes, you can return to the quiz screen to view your results once the quiz period is over.



Dropbox

The electronic Dropbox is where you submit your course assignments online.

Grades

You can use the Grades option to view your unofficial grades. Some instructors will also post feedback for submitted assignments.

Your final course grade will be posted after the course ends. A printed grade report will also be mailed to you after the completion of the course.

My Home

My Home allows you to logout of one course and login to another course that you are taking without re-entering your password.

Help

Help is a link to information and technical assistance. Further instructions regarding the various course tool options are also provided.

Logout

This option logs you out of the course websites. It is important that you log out in order to restrict access to course websites and keep your personal information safe from non-authorized users.

Assignment Submissions and Returns

There are several methods of submitting and retrieving assignments. Please check your course website for details, then follow the appropriate instructions.

Preparing your Assignment

Number each page of your assignment, indicating the total number of pages on each page. Keep a disk or hard copy in case it gets lost. Be sure to include an assignment cover page, available from the “Documents” section of www.HorticultureCertificates.com.

Submitting Assignments Online

Unless instructed to submit in another file format, save the final version of the assignment as a .rtf (rich-text format) file. This allows file compatibility between different word processing software.

To save in .rtf format: In your word processor, select “file/save as”. In the “save as type” list, select Rich Text Format (.rtf).*

On the course website, click Dropbox (top of navigation window), and follow the instructions.

To ensure that your assignment is successfully submitted, keep your filename short and make certain that your file is closed while you are uploading to the online dropbox.

Note: Please do not “zip” your files before submitting them.

When you submit to the online dropbox, your assignment is date-stamped and placed in an electronic folder, where your instructor can retrieve it.



Remember: always ensure that you are submitting your assignment to the correct assignment folder.

If you have any questions or difficulties with the electronic Dropbox option, contact Technical Support.

Submitting Print Assignments

After preparing your assignment document:

1. Fill out the assignment cover page available from the “Documents” section at www.HorticultureCertificates.com. Staple the completed sheet (no paperclips), to the front of your assignment. Place the barcode label that you received in the appropriate spot on the sheet.
2. Complete the sender identification information on the pre-addressed envelope provided and place a second barcode label in the appropriate spot on the envelope. Barcodes help ensure assignments are tracked properly.

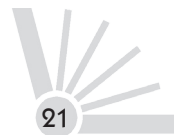
If you are taking more than one course in a semester, please ensure that you use the course-specific barcodes for your assignments.

Note: Do not use duo-tangs and rigid covers as they complicate mail-handling procedures.

Submitting your assignment in person Monday to Friday, 8:30 a.m. to 4:45 p.m.

Bring your assignment to the Office of Open Learning, Room 160, Johnston Hall. Your assignment will be date-stamped the day it is received. Do not slip it under the door when the office is closed.

Note: The Office of Open Learning is open from 8:30 a.m. to 4:30 p.m. in June, July and August.



Submitting your assignment in person when the Office of Open Learning is closed

Put your assignment in the Drop Box located in the Security Services Building on Trent Lane. They are open seven days a week, 24 hours a day.

If your assignment is placed in the Drop Box before 8:00 a.m. on a regular business day, it will be stamped with the date of the previous business day. Security Services have agreed to have our after hours Drop Box in their reception area. The officers and the desk staff are not responsible for date/time stamping assignments or for remembering students who use the Drop Box.

Do not submit your assignment to the Drop Box when the Office of Open Learning is open.

Submitting your assignment by fax

Once again, print out and complete the assignment cover page (indicating total number of pages) and attach the barcode label.

Our fax numbers are 519-824-1112 or 519-767-1114.

We strongly recommend that you follow up with an email (info@open.uoguelph.ca) to ensure that we have received your fax.

Submitting your assignment by mail or courier

Regular mail: have your assignment envelope date-stamped at a postal outlet. This postmark will be considered the submission date. Also, obtain a receipt from the post office as proof of mailing in the event that your assignment is not received.

Note: Mail bearing insufficient postage will be returned to you by Canada Post and your assignment may be late.



Courier companies or Xpresspost: these options provide shipment receipts and a shipment number, so that you can track the location of your assignment online.

Mail or courier to:

Office of Open Learning
University of Guelph
Room 160, Johnston Hall
Guelph, Ontario, N1G 2W1

How **not** to submit your print assignment

- Do not use the campus/inter-university mail services. Envelopes are not date-stamped.
- Do not use a metered mail system. The date submitted cannot be verified.
- Do not deliver your assignment directly to the instructor. The Office of Open Learning will have no record of receiving it.
- Do not submit your assignment by email to the Office of Open Learning.

Receiving Your Marked Assignment

Depending on course requirements, feedback and assignments will either be returned through the online Dropbox or gradebook, or mailed back to you by the Office of Open Learning.

For mailed assignments, turnaround time is generally four weeks from the submission date. If you have not received your assignment within that time, contact our office at tfarr@open.uoguelph.ca or 519-824-4120 ext. 56775.

To ensure you receive marked assignments, please be sure we have your current mailing address. Change of Address forms can be found at www.HorticultureCertificates.com in “Documents”.

Academic Misconduct

Academic misconduct is behaviour that erodes the basis of mutual trust on which scholarly exchanges occur, undermines the University's exercise of its responsibility to evaluate students' academic achievement or restricts the University's ability to accomplish its learning objectives. For current Academic Misconduct guidelines, see the University of Guelph Academic Calendar: <http://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-amisconduct.shtml>

The University of Guelph is committed to upholding the highest standards of academic integrity and requires all members of the University community to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. Policies, procedures and penalties regarding academic misconduct apply to all participants in Office of Open Learning-sponsored courses, as they do to all University students.

Academic Consideration

The University of Guelph will consider granting Academic Consideration for courses if there are sufficient extenuating medical, psychological, or compassionate reasons. Academic Consideration may take the form of an extended deadline, a deferred privilege, a late drop of a course(s) with or without failure, withdrawal from a semester with or without academic failure, or permission to continue on probationary status. A deferred privilege could take the form of approval to write a missed final examination or the completion of a course requirement after the end of the semester.

If you require Academic Consideration before the final class day of a semester.....

- Contact the instructor of the course, if possible, prior to the date on which the work is due.

If you require Academic Consideration beyond the end of the Semester.....

- Notify the Program Manager immediately (contact information on the next page).
- Draft a personal letter, stating your request, outlining the medical, psychological or compassionate grounds for your request.
- Obtain documentation supporting your request.
- Submit this package to the Program Manager.

The Senate Committee on Open Learning will review your request and you will be sent a letter, notifying you of the outcome.

If you have any questions about Academic Consideration, please contact the Program Manager.

Steve Fleischauer, Program Manager
Office of Open Learning
University of Guelph
Room 160, Johnston Hall
Guelph, ON N1G 2W1
sfleisch@open.uoguelph.ca

Obtaining your Certificate

Certificates will be issued to students who successfully pass all component courses. Students achieving a cumulative average of

80% or higher will receive a Certificate with Distinction,

70 to 79% will receive a Certificate with Honours,

50 to 70% will receive a Certificate.

Applying for the Certificate

To receive your Certificate, download a Certificate Request Form from www.HorticultureCertificates.com under “Documents”. Send the completed form to:

Steve Fleischauer
Office of Open Learning
Room 160, Johnston Hall
University of Guelph
Guelph, ON N1G 2W1

Include in your request:

1. Your name (as it will appear on the certificate)
2. Student ID
3. Telephone number
4. The shipping address for the certificate
5. The date
6. Your signature

You can expect your certificate six to eight weeks after we receive your request.

Transcript Request

A transcript request form can be found at:
www.HorticultureCertificates.com under “Documents”.

If you require a transcript, include a cheque payable to the University of Guelph or your credit card information. The fee is \$10.00 per transcript.

Transcript requests will be processed within five business days.

Office of Open Learning Bursary

Bursaries are awarded to individuals wishing to enrol in an Office of Open Learning continuing education activity and/or in an Open Learning program (courses, certificates and diplomas).

Continuing education offerings, recognized with awards for excellence, consist of specialized, career-oriented, certificates and diplomas available through face-to-face and e-learning opportunities for local, national, and international audiences.

Our Open Learning program provides worldwide and open access to award-winning degree-credit, distance education courses for professional development and personal enrichment.

OOL Bursary Application Requirements

Apply to the Office of Open Learning by January 30th and July 30th for the following Fall and/or Winter and/or Summer semesters of study with a letter of application outlining financial need with pertinent supporting documentation.

Applications must be submitted to:

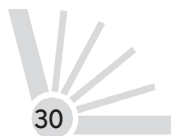
OOL Bursary Award Committee
Office of Open Learning
University of Guelph
Room 160, Johnston Hall
Guelph, Ontario, Canada N1G 2W1

For more information visit:
www.open.uoguelph.ca/bursary

You Can Help

The Office of Open Learning (OOL) staff and friends have established and contribute annually to a bursary fund. We invite you to consider making a contribution to this fund. Any amount will be sincerely appreciated and will benefit a student in need. To donate, simply indicate the amount of your donation on your course or program registration form. A donation receipt will be issued for your contribution.

For more information, contact the Office of Open Learning at 519-767-5000 or send an email to info@open.uoguelph.ca.



Getting In Touch With Us

General Inquiries

Ph: 519-767-5000

Fx: 519-767-1114

Email: info@open.uoguelph.ca

Course Materials

Ph: 519-824-4120 ext. 54776

Fx: 519-824-9813

Email: materials@open.uoguelph.ca

Technical Support

Ph: 519-824-4120 ext. 56939

Toll Free Canada and USA: 1-866-275-1478

Email: help@open.uoguelph.ca

Program Management

Steve Fleischauer

Manager, Program Development

Ph: 519-824-4120 ext. 53400

Fx: 519-824-9813

Email: sfleisch@open.uoguelph.ca

Our Mailing Address

Office of Open Learning

University of Guelph

Room 160, Johnston Hall

Guelph, Ontario, Canada N1G 2W1

Disclaimer

The Office of Open Learning reserves the right to change without notice any information contained in this handbook. In addition, the publication of information in this handbook does not bind the Office of Open Learning or the University of Guelph, to the provision of courses, programs, schedules of studies, or facilities as listed herein.

The Office of Open Learning will not be liable for any interruption in, or cancellation of, any academic activities as set forth in this handbook and related information where such interruption is caused by fire, strike, lock-out, inability to procure materials or trades, restrictive laws or governmental regulations, actions taken by faculty, staff or students of the University or by others, civil unrest or disobedience, or any other cause of any kind beyond the reasonable control of the University.