



# **General Student Guidelines & Procedures**

The enclosed procedures are subject to change without notice. Please contact WKU On Demand for a current copy.



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# ***Table of Content***

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## **About WKU On Demand**

|                  |          |
|------------------|----------|
| Purpose          | Page iii |
| Organization     | Page iii |
| Accreditation    | Page iii |
| The Honor System | Page iii |

## **How to Enroll**

|                              |         |
|------------------------------|---------|
| Admissions Requirements      | Page iv |
| Course Load                  | Page iv |
| Enrollment Tuition/Fees      | Page iv |
| Financial Assistance         | Page iv |
| Veterans and Active Military | Page v  |
| State Tuition Waiver         | Page v  |
| Course Formats               | Page v  |

## **Beginning Your On Demand Course**

|  |          |
|--|----------|
| Submitting Assignments for Grading       | Page v   |
| Textbooks                                | Page vi  |
| Transferring to Another On Demand Course | Page vii |
| Refunds                                  | Page vii |

## **Completing Your On Demand Course**

|                             |           |
|-----------------------------|-----------|
| Course Deadline             | Page vi   |
| Personal Deadline           | Page vii  |
| Extension                   | Page viii |
| Examinations                | Page viii |
| Final Grade and Withdrawals | Page viii |
| Transcripts                 | Page ix   |
| Postage                     | Page ix   |

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# ***ABOUT WKU ON DEMAND COURSES***

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## **Purpose**

Western Kentucky University's (WKU) On Demand, a unit of the Division of Extended Learning & Outreach (DELO) recognizes the need of many individuals to pursue educational experiences outside the traditional college classroom. WKU On Demand Courses are provided for undergraduate and graduate students in direct response to this need. Education delivered any day, any time, and anywhere. You decide when class meets!

## **Organization**

A student may enroll in an On Demand course at any time, unless otherwise noted. **Nine full months are allowed for the completion of all continuous enrollment courses, or the student may elect to accelerate the process and complete the course in as little as seven weeks.** The study may be interrupted for short periods if necessary and resumed within the timeframe of eligibility. It should be recognized, however, that without the structured, steady pace of classroom instruction an On Demand course requires considerable self-discipline and responsibility.

Each On Demand course consists of a set number of assignments for study and completion. Each assignment offers direction by the instructor including assigned readings and questions and/or problems based upon the text or other course material. **The process for submitting assignments will depend on the format in which you choose to complete your course.** All of the courses offered by WKU On Demand are prepared and taught by WKU faculty.

## **Accreditation**

WKU On Demand is fully accredited through WKU and the Southern Association of Colleges and Schools (SACS).

## **The Honor System**

WKU On Demand is a privilege extended to eligible students. It is expected that students will exhibit a great sense of personal honor and integrity in preparing the assignments and completing examinations. All coursework submitted for grading must be that of the student. The student must read and agree to the conditions stated in the Memorandum of Understanding before taking an examination. Both the student and the person who is responsible for administering the examination must sign this agreement. Violation of these policies will result in a failing grade and the forfeiture of all fees as well as ineligibility to enroll in On Demand courses.

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## HOW TO ENROLL

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### Admissions Requirements

Enrollment in an On Demand course does not require, nor does it constitute, formal admission to Western Kentucky University. However, if you intend to pursue a degree, you will need to be formally admitted. Please visit the Admissions' website at <http://www.wku.edu/atwku/admissions.php> for more information on applying to WKU. Please be aware that there is a fee to be formally admitted to WKU to pursue a degree.

**If you have never taken WKU courses or have not taken courses at WKU for at least two semesters, you will need to fill out an online WKU On Demand Admissions form. You will not be charged to be admitted to take WKU On Demand courses. To fill out this form, visit WKU website at <http://www.wku.edu> and select "Apply Now" and complete the Apply for WKU On Demand.**

The ACT is not a requirement for enrollment in an On Demand course. The GRE is not required to enroll in a graduate level on demand course; however, the student must be admitted to the WKU Office of Graduate Studies. Any student who has fulfilled the proper prerequisites for a specific course may enroll. However, it is student's responsibility to select courses, in consultation with his/her academic advisor, which will satisfy degree requirements. Information regarding these requirements may be obtained from the student's academic advisor or the Registrar of the college or university where enrolled. **Note: A course that has been previously failed cannot be repeated by WKU On Demand without special permission from the department head.**

### Course Load

The credits for your WKU On Demand course will be placed on the semester during which you register and are counted as part of the total number of hours for that semester. A WKU student cannot enroll in more than 19.5 total hours in a semester. It is **strongly** recommended that students not attempt more than six hours credit, through WKU On Demand, at any given time. Students on academic probation may not enroll in more than three hours credit at one time. Credits through WKU On Demand will help to show that a student is full-time for insurance purposes, but not for full-time tuition rate.

### Enrollment Tuition/Fees

Tuition must be paid at the time of enrollment. The tuition does not include the cost of textbooks or other materials, which may be required in certain courses. We accept cash, check, money order, VISA, MasterCard, and Discover. Make checks or money orders payable to Western Kentucky University. Enrollment tuition cannot be transferred from one person to another. Tuition for WKU On Demand courses matches that of in-state tuition for WKU. **TUITION MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.** Call WKU On Demand for the current tuition rate.

### Financial Assistance

WKU On Demand courses may be covered by financial aid if the student has met basic eligibility requirements and has a current FAFSA on file. A student cannot take more than one-half their total hours as on demand courses in a semester unless enrolling in WKU On Demand web format (see Course Formats, Page v). A student must fill out an agreement online with the Office of Student Financial Assistance. Federal regulations stipulates that students using Financial Assistance to pay for an On Demand course must complete it within the current semester or their financial aid will be affected for following semesters. If the student has financial aid in their account to cover the cost of their course, the tuition charges will be added to their account. Otherwise, the student **MUST** pay their tuition at the time of registration. Financial Aid students

should contact the Student Financial Assistance Office to understand basic requirements of financial aid and student eligibility.

### Veterans and Active Military










All WKU On Demand courses have been approved for veterans and other persons eligible under the provisions of the GI Bill. Each student must assume the responsibility for submitting the proper forms to assure payment of appropriate entitlements. Further information may be obtained from Western Kentucky University's Veterans Coordinator in Student Financial Assistance at (270) 745-3732.

### State Tuition Waiver

In accordance with the CPE Policy Manual, WKU policy states that faculty and staff of other Kentucky higher education institutions may not use the State Tuition Waiver for courses through WKU On Demand.

### Course Formats

On Demand courses are available in a variety of convenient formats. See the chart below for details.

| COURSE FORMATS  |  |   |   |           |
|---|--|---|---|-----------|
| Delivery Mode   | Assignment Submission Mode   |   | Course Format   | Section # |
| Paper  | Mail     | = |   | 900       |
| Paper  | E-mail  | = |   | 975       |
| Web    | Web     | = |  | 970       |

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# ***BEGINNING YOUR ON DEMAND COURSE***

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## **Submitting Assignments for Grading**

- **Assignments by mail:** Assignments are done on paper and the hard copy is either dropped off or mailed back to WKU On Demand. DO NOT mail assignments to your instructor. WKU On Demand receives the assignments graded by the instructor and then mails them back to your place of residence. To be eligible to take an exam, all assignments prior to the exam must be submitted unless otherwise stipulated in the course syllabus.
- **Assignments by email:** Assignments are submitted by email to the instructor. The assignments are graded by the instructor and then e-mailed back to WKU On Demand and you. To be eligible to take an exam, all assignments prior to the exam must be submitted unless otherwise stipulated in the course syllabus.
- **Web Courses:** These courses are offered via Blackboard, an online course management system. You will complete the course assignments and submit them online to your instructor. It is expected that students who enroll in Web courses have reasonable access to a computer, internet, and possess the proficiency necessary to use the online course management system utilized by WKU. Assignment grades are maintained by your instructor, not WKU On Demand. To be eligible to take an exam, all assignments prior to the exam must be submitted unless otherwise stipulated in the course syllabus.

Please be aware that there are certain times of the academic year during which instructors may be away from campus. The weeks between semesters, spring-break, and portions of the summer are times when your assignments may take longer to get back to you. You may continue to submit assignments for grading at these times with the understanding that some delays may be experienced in the return of graded materials.

You should allow approximately two weeks for the return of materials submitted for grading. On Demand instructors may take up to two weeks to grade coursework once they have received them. This allowance should be taken into consideration as you plan for graduation, course expiration, or any other deadline that must be met regarding the completion of your course. **Although rare for assignments and exams to get lost, this sometimes happens. Under these circumstances the coursework would have to be resubmitted and/or retaken. It is suggested that you retain a copy of your assignments for your records.**

## **Textbooks**

All required textbooks for On Demand courses are available at The WKU Store. WKU On Demand cannot fill textbook orders nor does the office maintain a list of bookstore prices. Complete title, author, and publisher information is included in the syllabus provided with each course booklet.

Contact Information:

Western Kentucky University Bookstore  
Downing Student Union  
1906 College Heights Blvd. # 11042  
Bowling Green, KY 42101-1042  
<http://www.wku.edu/wkustore>  
(270)745-2466      (800)444-5155

## Transferring to another WKU On Demand Course

Within six weeks after the enrollment date, a student may transfer from one On Demand course to another upon payment of a schedule change fee. When the transfer is granted, the new course must be completed within nine months from the original date of enrollment, not the transfer date. Only one transfer is permitted during the enrollment period. Contact WKU On Demand to obtain fee information.

## Refunds

If WKU On Demand cannot approve the application for enrollment, the tuition and fees will be refunded. If the student voluntarily discontinues a course and makes a written request for a refund within the first six weeks following the enrollment date, three-fourths of the tuition payment will be refunded. NO REFUNDS WILL BE GRANTED AFTER SIX WEEKS.

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# COMPLETING YOUR ON DEMAND COURSE

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## Course Deadline

**All course requirements in accordance with the syllabus must be completed within nine months from the date of enrollment.** The enrollment date is the date on which WKU On Demand processes the application. A maximum of four assignments per course will be accepted per calendar week. The minimum time to complete a course is determined by the number of assignments. Since only four assignments may be submitted per week and at least two weeks should be allowed for processing the final assignment or exam, the minimum time for completion of a 3-hour course would be approximately seven to eight weeks.

## Personal Deadline

The following students must complete their On Demand course within the semester of enrollment:

- Veterans or other persons qualifying for full-time Veterans Administration benefits (see the section entitled Veterans and Active Military Persons)
- Students who have signed a Financial Aid Agreement
- Students planning to graduate the same semester in which they enroll

If you are a graduating WKU student or are using Financial Aid, contact WKU On Demand for specific completion deadlines.

If you are a visiting student and plan to graduate at the end of the semester, please complete all the coursework, including examinations, at least three weeks before the credit notifications must reach your institution.

If you have a personal deadline that is less than nine months from your enrollment date, please allow three weeks for processing when completing your course.



## Extension

If you as a student find yourself short of time at the end of the nine months limit, a three month extension may be granted. A fee will apply; call WKU On Demand for the current extension fee rate.

All extensions are of three months duration and date from the original date of expiration, not from the date on which the fee is paid. An extension is a privilege and is a one-time provision, **NO EXCEPTIONS**. All outstanding assignments and the final examination must be completed before the additional three month time expires.

## Examinations

WKU On Demand courses require proctored examinations in accordance with the course syllabus. You can schedule your exam(s) by mailing/faxing the exam request form that is included with your course, or filling out the online Exam Registration Form, or by calling our office and scheduling your exam over the phone. **This request must be received by our office after you submitted all assignments prior to that exam.** Examinations at WKU are administered by the DL Testing Center. They offer two testing locations. One in Garrett Conference Center room 108 and another at the South Campus Academic Wing room C240. Hours are Monday-Friday (except campus-observed holidays) and some Saturdays by appointment. You may also choose one of the other examination sites in Kentucky. The list of sites and contact information is included with your course with the examination request form and is also on our website.

If you are out-of-state, you will need to make arrangements with a local community college or university. Approved supervisory personnel include directors of independent study programs, directors of testing or counseling services, director of admissions, or academic dean. Non-administrative faculty members would not be approved to receive and administer these exams. Students on active duty in military service, or their dependents, may take the examination under the supervision of their base education officer or someone designated by that officer.

It is your responsibility to arrange your appointment with the testing supervisor. For all off-site exam locations, please allow ten days for the request to reach us, be processed and mailed to the examination site. Some institutions may charge a fee, so you should ask when you make your arrangements to test at that site. WKU does not charge a fee for proctoring.

Final exams are the property of WKU On Demand and will not be returned to the student. Students may view their exam results in the WKU On Demand office, or request to view their exam at an approved proctoring location. Viewing option is unavailable for web course formats. To receive credit for an On Demand course, the student must complete all supervised examinations after all assignments have been received by WKU On Demand and before the course expiration date. **YOU MUST COMPLETE ALL EXAMINATION REQUIREMENTS AS OUTLINED IN THE COURSE SYLLABUS IN ORDER TO PASS THE COURSE.** Depending on the course you are enrolled in, retake exams may be required to replace any failed exam attempts. The exam retakes are a one-time provision. If a student needs to retake an exam, a fee will apply.

## Final Grades and Withdrawals

Upon completion of a course, a report is sent to the student and to the Registrar's Office at Western Kentucky University where the record is entered upon an official transcript.

**A “W” appears on the transcript if the student withdraws from the course within the first four months of enrollment.** Please be advised that a schedule change fee is assessed to the student if they withdraw after the first week. Contact WKU On Demand for current fee information.

**A student may not withdraw from their course after the first four months of enrollment or after having taken their final exam. Once the final examination has been taken, the student cannot withdraw from the course.**

**Failure to complete a course before the enrollment expiration date, or if an extension has been purchased, the extension expiration date, a grade of “F” will be reported to the Registrar’s Office and applied to the student’s transcript.**

## **Transcripts**

If a student wishes to have credits transferred to another college or university, it is the student's responsibility to ensure their institution will accept credits for the course in which they enroll. To transfer credits after the completion of an On Demand course, the student must request a transcript from the WKU Office of the Registrar. Upon receipt of a written, signed request from the student, the Office of the Registrar will forward an official copy of the transcript to the designated institution or party. The student's WKU ID number must be included with the request. A fee is required for processing the request (please contact the Office of the Registrar for fee information). Visit the Office of the Registrar's website at <http://www.wku.edu/registrar> for more information.

## **Postage**

The student is expected to pay the full cost of postage on assignments or other materials sent to WKU On Demand. WKU will cover the cost of postage for materials sent to the student (with the exception of the textbook orders from The WKU Store). WKU will no longer accept items that arrive with a “postage due” designation. To avoid possible problems with “lost” mail, be sure that the materials sent to WKU On Demand are identified within and that the return address is clearly indicated on the outside envelope. Also, please **DO NOT** send lessons by certified mail.

### **Please Mail all Material to:**

Western Kentucky University  
WKU On Demand  
1906 College Heights Blvd. #21084  
Bowling Green, KY 42101-1084

### **If you have any further questions, please feel free to contact us at:**

**Phone:** 1-800-535-5926, (270) 745-4158      **Fax:** (270) 745-3623

**Email:** [ondemand@wku.edu](mailto:ondemand@wku.edu)

**Website:** <http://www.wku.edu/ondemand>