



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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ABOUT WKU ON DEMAND COURSES

Purpose

Western Kentucky University's (WKU) On Demand, is an online course option for students at WKU. WKU On Demand recognizes the need of many individuals to pursue educational experiences outside the traditional college classroom. On Demand Courses are provided for undergraduate and graduate students in direct response to this need. Education is 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 specified. Students are allowed up to nine full months to complete all continuous enrollment courses, though they may choose to accelerate and finish in as little as seven weeks. Coursework may be paused for short periods if necessary and resumed within the designated timeframe. However, it should be noted that, without the structured pace of a traditional classroom, an On Demand course requires a high degree of self-discipline and personal responsibility.

Each On Demand course includes a defined number of assignments for study and completion. Every assignment provides guidance from the instructor, including required readings and questions, and/or problems based on the course text or other instructional materials. All WKU On Demand courses are developed 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.

Learning Outcomes for Your On Demand Course(s)

Taking an On Demand course should:

- Enable you to fulfill a degree or professional education requirement
- Enhance your time management skills
- Challenge you to think critically about the types of learning and instruction your most comfortable with
- Provide you with an opportunity to effectively communicate with instructors and administrative staff through means other than face-to-face interactions
- Allow you to pursue your educational goals while balancing your work and home life

HOW TO ENROLL

Admissions Requirements

To sign up for On Demand courses, you will need to be admitted to the University. If you would like to work toward a degree from Western Kentucky University or use Financial Aid, you will need to select Apply Online Now from the WKU homepage. An admissions fee will apply. Please visit the Admissions' website at <https://www.wku.edu/admissions-aid/> for more information on applying to WKU.

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 the 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 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 credit hours through WKU On Demand, at any given time. Credits through WKU On Demand will help to show that a student is full-time for insurance purposes, but not for the full-time tuition rate.

Enrollment Tuition/Fees

Tuition must be paid at the time of enrollment. The tuition does not include the cost of college and student fees, textbooks, or other materials, which may be required in certain courses. We accept cash, check, money order, VISA, MasterCard, American Express, and Discover. Make checks or money orders payable to Western Kentucky University. Enrollment tuition cannot be transferred from one person to another. Tuition for 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

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 must fill out an agreement online with the Office of Student Financial Assistance. Federal regulations stipulate that students using Financial Assistance to pay for an On Demand course must complete it within the current semester, or their financial aid may be affected for the 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 the basic requirements of financial aid and student eligibility.

Veterans and Active Military

Students should first check with the WKU VA Office or Military Student Services to ensure the course(s) will be certifiable. Each student must assume the responsibility for submitting the proper forms to ensure payment of appropriate entitlements. Further information may be obtained from Western Kentucky University's Veterans Coordinator in Student Financial Assistance at (270) 745-2755. Or please visit: <https://www.wku.edu/financialaid/veteran/faq.php>.

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.

Senior Citizen's Scholarship

Kentucky residents who are 65 years of age or older on or before the day the semester begins are granted Senior Citizen Scholarships for any undergraduate or graduate college class in which they enroll for credit or to audit in accordance with KRS 164.284. For additional information, contact the On Demand office at (270) 745-4158.

Course Formats

All On Demand courses are offered online and administered through Blackboard.

<i>On Demand Timeframe</i>	
Timeframe after initial enrollment*	Description
1 week	Last day to drop an On Demand course without a grade. Last day to receive a 100% refund for a course.
6 weeks	Last day to receive a 75% refund with a grade of W . Last day to transfer to another On Demand course.
4 months	<u>Last day to withdrawal from a course with a grade of W, no exceptions.</u>
9 months	Last day to complete an On Demand course.
	<u>Must purchase a 3-month extension for \$75 to continue in the course.</u> <u>Failure to complete an On Demand course by this date or purchase an extension will result in a grade of F.</u>
9 + 3 months	Last day to complete an On Demand course for which an extension has been granted, no exceptions.
	<u>Failure to complete an On Demand course by this date will result in a grade of F.</u>
*Your initial enrollment date is the date on which On Demand processes your registration request.	

BEGINNING YOUR ON DEMAND COURSE

Students should be aware that there are certain periods during the academic year when instructors may be away from campus. These periods may include the weeks between semesters, spring break, and portions of the summer term. During such times, grading turnaround may be extended. Students may continue to submit coursework for evaluation; however, delays in the return of graded materials should be anticipated. Only four assignments are allowed to be submitted per week.

Assignments submitted for grading should generally allow up to two weeks for evaluation and return. On Demand instructors may take as long as two weeks to grade coursework once it has been received. This timeframe should be considered when planning for graduation, course expiration, or other deadlines related to course completion.

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. Listed below is contact information for the WKU Store

The WKU Store
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 On Demand Course

Within six weeks after the enrollment date, a student may transfer from one On Demand course to another. 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.

Refunds

If WKU On Demand cannot approve the enrollment application, 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.

Submitting Assignments for Grading

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, the 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 before the exam must be submitted unless otherwise stipulated in the course syllabus.

COMPLETING YOUR ON DEMAND COURSE

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:

- Students who have signed a Financial Aid Agreement
- Students planning to graduate in 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 two 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 final grades when completing your course.

Extension

If you, as a student, find yourself short of time at the end of the nine-month 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 period expires.

Examinations

Many On Demand courses require proctored examinations in accordance with the course syllabus. You can schedule your exam(s) by filling out the online Exam Registration Form. **The request must be received by the office after you have submitted all assignments and before the exam.** Examinations at WKU are administered by the Distance Learning Testing Center. The DLTC is located 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 and is on our website. <https://www.wku.edu/testing/>

Students residing outside the state must arrange to take examinations under the supervision of approved personnel at a local community college or university. Approved supervisory personnel include directors of independent study programs, directors of testing or counseling services, directors of admissions, or academic deans. Non-administrative faculty members are not authorized to receive or administer examinations.

Students serving on active military duty, or their dependents, may take examinations under the supervision of their base education officer or an individual designated by that officer.

It is the student's responsibility to schedule an appointment with the approved testing supervisor. For all off-site examination locations, adequate time should be allowed for the Distance Learning Testing Center to process the request. Some institutions may assess a local testing fee; students are encouraged to confirm any applicable charges when scheduling their exam. WKU does not charge a fee for proctoring.

Final examinations are the property of WKU On Demand and will not be returned to the student. Students may review their exam results in the WKU On Demand office or, when applicable, request to review their exam at an approved proctoring location. Exam review is not available for web-based course formats.

Depending on the course, students may be required to retake failed examinations. Retake opportunities are limited to a one-time provision. A fee will apply for each exam retake.

Final Grades and Withdrawals

Upon completion of a course, a grade 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 may be 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

Students who wish to transfer credit to another college or university are responsible for confirming that the receiving institution will accept credit for the course in which they enroll.

To transfer credits after completing an On Demand course, students must request an official transcript from the WKU Office of the Registrar. Upon receipt of a written and signed request, the Office of the Registrar will forward an official copy of the transcript to the designated institution or individual. The request must include the student's WKU ID number.

A processing fee is required for transcript requests. For current fee information and additional details, visit the Office of the Registrar website at www.wku.edu/registrar

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

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