Course Information (Important – Please Read in Full!)

Greetings! We are delighted that you will be joining us on campus for ‘Customer Service and Community Relations’. The following information will assist you in preparing for the course:

1. Course and Exam Dates, Times, and Location:
   • **Course:** Day 1-4, July 9-12, 2018, 8:30AM-5:00PM Rozanski Hall, Room 105.
   • **Exam:** Day 5, July 13, 2018, 9:00-11:00AM, Rozanski Hall, Room 103.

2. Course Outline:
   - Please review the [Course Outline](#) in detail, and in advance of the course start date. The Course Outline is also available on [Courselink](#).

3. Pre-Work Assignment:
   a. Your course includes a Pre-Work Assignment (#1) that is to be completed and submitted to the online to the Courselink ‘Dropbox’ by **Wednesday, July 4, 2018, 11:59PM ET**. (See the ‘Course Outline’ section entitled ‘Course Assessment - Description’ for information on Assignment #1).
   b. Read the required text, ‘Good to Great and the Social Sectors: A Monogram to Accompany Good to Great’ (paperback: 36 pages) prior to the start of the course (See below)

4. Required Text (Ensure to Purchase Prior to the Start of the Course!)
   b. The text is available through the University of Guelph Bookstore (Phone: 519 824-4120 x53715 or E-Mail: bookstor@uoguelph.ca) or from other retainers (e.g., Amazon.ca; New paperback $18.03 shipped within 4-5 business days).

5. Access to Courselink:
   a. You will be able to access [Courselink](#) beginning **Tuesday, June 26, 2018 at 12:01PM**. Login asap.
   b. Check to ensure you can access the online reading located in the ‘Ares’ tab in the navbar.
   c. If you have any issues with accessing readings in the Ares tab, it is imperative you seek assistance prior to the start of the course to assist you in resolving the issues:
      Instructions for Accessing Ares:
      • Once you have access to [Courselink](#), click on the tab in the navbar entitled ‘Ares’.
      • Under the heading of 'Reserve Item', click onto the hyperlink for 'View this item'.
      • At this point you should be able to view the reading or viewing (e.g., video.)
      • You can work from the materials online, download, or print a PDF version.
      o If you have challenges accessing the Areas materials, please contact E-Learning Operations and Reserve Services via one of the following ways:
         o Phone: 519-824-4120 x53621
         o Email: libres2@uoguelph.ca.
         o Location: McLaughlin Library, First Floor, University of Guelph
         o If the problem persists, quickly contact: Program Logistics Coordinator at oeplc@uoguelph.ca
6. Lunches and Refreshments:
   a. Catered Lunches:
      • Day 1: Rozanski Hall Concourse, 12:00-1:00PM, Welcome Lunch
      • Day 4: Rozanski Hall Concourse, 12:00-1:30PM, Pre-Graduation Celebration Lunch
      • View the Lunch and Refreshment Schedule.
   b. Special Dietary Needs:
      • If you have special dietary needs (e.g. food allergies, gluten-free, vegetarian, vegan) for the
        catered lunches, please contact Robert Cutting (oeplc@uoguelph.ca) by Friday, June 29, 2018, 4:00PM. We may not be able to accommodate requests received after this date.
   c. Attendance:
      • If you will not be joining for either catered lunch, please let us know ASAP by contacting
        Robert Cutting (oeplc@uoguelph.ca) by Friday, June 29, 2018, 4:00PM.
   d. Hospitality Card:
      • During registration on Day 1, you will be issued a $25.00 hospitality card for meals and/or
        refreshments on campus (e.g., Lunches on Day 2 & 3). If you do not use your card in its
        entirety during the week of your course, please leave it in the exam room on Day 5. See
        the Hospitality Locations Map to view available options on campus. Note: For expenditures
        beyond your $25.00 hospitality card, cash is strongly recommended as most locations do
        not accept VISA or debit. There is an ATM available in the University Centre.
   e. Refreshments:
      • During the mid-morning (approximately 10:00AM) and mid-afternoon (approximately
        2:00PM), refreshments will be provided.
      • View the Lunch and Refreshment Schedule.

7. Accommodations:
   • Please see the Accommodation information for on and off campus.

8. Travel:
   • Please see information for Travel to Guelph.

9. On-Campus Parking:
   a. If you require parking, it is important that you determine your best option prior to
      arriving to campus for Day 1. Please view the Parking at UofG Map in advance of
      arriving on campus so you know what your options are and where to find them.
   b. Contact Conference Services to purchase a parking pass for the week (P30 or
      P13/14/15). Please direct parking questions to Conference Services at 519-824-4120
      x53350 or via email to eventreg@uoguelph.ca
   c. Additional on-campus options (based on availability)
      • Kiosk Booths (P31 or P44): Typically, $10 cash payment per day
      • Coin Meters: $2.75 per hour
      • Paybyphone@Meters: $2.00 per hour, plus $0.35 per transaction fee
      • Motorcycle/Scooter Parking
      • Medical/Accessibility Parking
   d. Alternative off-campus options (based on availability)
      • If you have accommodations in Guelph, consider walking or taking a cab service.
      • Parking may be available on Stone Road at the Movati Athletic Center or the plaza
        with the Canadian Tire and Walmart (5-7 minute walk).
      • Note: UofG is not liable for any issues arising from parking off campus.
10. CourseLink Login and Access:
   Your course materials are available on the CourseLink website.
   a. You will be able to access CourseLink beginning Tuesday, June 26, 2018 at 12:01PM.
   b. Login to CourseLink in advance of the course start date to familiarize yourself with the course site and to review your course materials in advance of the course start date.
   c. Use the following instructions to login to CourseLink:
      • Go to courselink@uoguelph.ca.
      • Enter your central login account credentials (Central Login ID and Password) used to access your OpenEd Student Portal https://courses.opened.uoguelph.ca/portal/logon.do?method=load. If you are taking a course through OpenEd for the first time, this information would have been emailed to you upon registration. If you are a returning student, your login and password would remain the same as what you have used in the past. If you no longer have access to it, please contact info@opened.uoguelph.ca immediately.
      • If you have forgotten your password, contact CourseLink at CourseLink@uoguelph.ca or call 1-866-275-1478.
      • If the password is listed as 'call 8888', use your existing Central Login ID and Password.
      • Register for Password Insurance: This service allows users to reset their own password at any time, from any computer with an internet connection. Without password Insurance, the University can only reset a password Monday to Friday, 8:30AM-4:30PM https://www.uoguelph.ca/ccs/apps/password/insurance/.
   d. If you have challenges with any aspect of CourseLink, contact CourseLink:
      • Phone: 1-866-275-1478 (Hours: Monday-Friday: 8:30AM-8:30PM / Saturday: 10:00AM-4:00PM / Sunday: 12:00-6:00PM) / Email: CourseLink@uoguelph.ca.

11. Helpful Hints for Navigating CourseLink:
    • Beginning Tuesday, June 26, 2018 at 12:01PM, please be sure to visit the CourseLink ‘Course Home ‘Announcements’ to find an important message entitled ‘Helpful Hints for Navigating CourseLink’.

12. Required Equipment:
    a. If you are planning to work from online materials online, bring a laptop or at minimum a tablet to use in class.
    b. If you are planning to work from printed materials, ensure to print course materials in advance of the course start date, as there will not be a printer in close proximity to your classroom. Hardcover binders of course materials are no longer issued.
    c. At minimum, you will need a smart device to complete online components of the course (e.g., online Mid-Course and Course Evaluation Survey, etc.).

13. Registration (Day 1):
    a. Registration will be held in the Rozanski Hall Concourse, Monday, July 9, 2018, 7:45-8:30AM.
    b. Refreshments will be available in PJs beginning at 7:30AM.

14. University of Guelph Guest WIFI:
    Once on campus, you will access the University of Guelph WIFI:
    a. WIFI Login ID: ProCerts18@uogconf.ca / Password: proCerts18
    b. Note: Your Login ID and Password are the same for everyone in your course, thus you cannot change the password.
WIFI Access Instructions:
   a. You will be able to access the University of Guelph ‘guest wifi’ with a smart device, when you are on campus and within WIFI range.
   b. The name of the network to connect to is ‘uog-guest’.
   c. Once you connect and open a browser, you will get the main login page. This may take a few tries.
   d. On the login page, enter the Login ID and Password, and click the login button.
   e. If you have a problem connecting to the ‘uog-guest’ network, seek assistance via:
      • Email: 5888help@uoguelph.ca;
      • Phone: 519-824-4120 x5888 (Monday- Friday; 8:30AM to 4:30PM); or
      • Go to the Library (1st floor) at the center of campus and consult the IT Help Desk.

15. Course Comforts:
   • To enhance your level of comfort, we encourage you to dress comfortably (e.g., shoes for walking across campus, clothing layers to accommodate changes in room temperature, etc.). Moreover, recognizing that no chair is comfortable for an extended period, bring what you need to make you as comfortable as possible (e.g., cushion, back support, etc.).

16. Personal Belongings:
   • Please note that classrooms will remain unlocked throughout the day. We strongly encourage you to keep all personal belongings with you throughout the course. The University of Guelph is not responsible for any theft, loss or damage to your personal belongings.

17. Academic Consideration:
   • If you require accommodation or academic consideration, please contact the Academic Assistant to the Director, Jessica Martin (jessica.martin@uoguelph.ca).

18. Obtaining Grades and Feedback:
   • All assignments will be graded in a timely manner. The grades will be available online via CourseLink ‘Grades’ (see ‘Grades’ in the navigation bar). Following the completion of the course, to access your final grade online, please log in to the OpenEd Student Portal (using the same username and password you have been using for your courses).

19. Course Policy: Transfers, Withdrawals (‘Drops’), Refunds, Cancellations or Postponements
   a. Transfers:
      • A $100.00 administrative fee applies for transfers requested less than 15 working days before the course start date.
   b. Withdrawals (‘Drop’):
      • If for any reason you wish to withdraw from a course, please utilize the Open Learning and Educational Support (OpenEd) Student Portal to drop the course.
      • Using your username and password, login selecting the ‘I already have an account’ option.
      • Go to the ‘My Enrolment History’ option under the Student Portal tab.
      • There will be a drop button to the right-hand side of the course that you wish to be removed from.
      • If you have technical difficulties, contact OpenEd at info@opened.uoguelph.ca or (519) 767-5000.
      • Failure to attend / participate in a course does not constitute notification of withdrawal and will result in forfeiture of the entire course fee. To avoid academic penalty (receiving a grade of F on your academic record), you must withdraw from
the course by the 3rd day of class to avoid academic. No withdrawals after the 3rd class day will be accepted.

c. **Refunds:**
- Up to 30 calendar days prior to the course start date, a full refund.
- Between 15-30 days prior to the course start, a refund, less a $100.00 fee.
- Between 8-14 days prior to the course start, a refund, less a $250.00 fee.
- No refund will be issued for withdrawals from the course less 1 week prior to the course start date. However, substitute students are welcome.
- Parking fees are non-refundable at any time.
- Textbooks are non-refundable and cannot be returned.
- Your course materials (as applicable) and original receipt must be returned to OpenEd for a refund to be issued.

d. **Cancellations or Postponements:**
- OpenEd reserves the right to change or cancel a course at any time. When it is necessary to cancel or postpone a course, OpenEd will make every effort to notify all students. It is important that you provide your full contact information including an email address when registering. In such cases, the paid course fee(s) will be refunded.
- OpenEd’s liability is limited to the reimbursement of paid course fee(s). OpenEd will not support will not be responsible for travel or other related expenses incurred by the registrant.

20. **Visiting Guelph:**
- We hope you have a wonderful time in Guelph, in and outside of the classroom! To find out more about Guelph, please visit [Guelph Tourism](#). Within walking distance of the university, Stone Road provides easy access to a shopping mall, grocery store, and restaurants.

21. **Program Contact Information:**
For additional information, questions, or concerns, please contact:

a. **General Inquiries, OpenEd:**
   - Tel: (519) 767-5000 / Email: info@OpenEd.uoguelph.ca / Website: [www.OpenEd.uoguelph.ca](http://www.OpenEd.uoguelph.ca)

b. **Robert Cutting, MA**
   - Program Logistics Coordinator
   - Tel: (519) 824-4120 x52908 / Email: oeplc@uoguelph.ca

c. **Beverley Fretz, PhD**
   - Manager, Program Development
   - Tel: (519) 824-4120 x52803 / Email: bfretz@uoguelph.ca

**Best wishes with your course planning and preparation. We look forward to welcoming you to our beautiful campus in a few weeks!**
~The UoG OpenEd Professional Certificates Program Team ~