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## **General Frequently Asked Questions**

### **Do I need to complete an application to enroll in a certificate program?**

Yes, each certificate program at UCSD Extended Studies requires a candidate to complete an application to be considered for admission. Please refer to each certificate's individual Conditions for Admission section for details regarding that program. Apply for your certificate program online by clicking the "Apply Now" button on the certificate page and complete the online form. A student is considered registered in their certificate program after their certificate payment or registration fees/deposit is collected. For questions, please email [unex-certificate@ucsd.edu](mailto:unex-certificate@ucsd.edu) or call (858) 534-3400 for additional assistance.

### **May I take courses without being enrolled in a certificate program?**

Yes. However, if you want to work toward a certificate you are advised to enroll in the certificate program as soon as possible. From time to time, certificate requirements may change. Once enrolled in a certificate program, you will not be subject to any changes in the requirements.

### **How do I apply into a certificate program?**

STEP 1: If you have a My Extension student account, skip to Step 2. If you do not have a My Extension account, go to [myextension.ucsd.edu](http://myextension.ucsd.edu), click "Create an account" on the right side of the page, and follow the instructions to create an account. Once you have a My Extension account, continue to Step 2.

STEP 2: Click on the "Apply Now" button on the certificate page. Complete the required fields on the application. Then click the "Save" button. Once you have saved the application, the "Submit" button will appear. Click the "Submit" button to submit your application for review and consideration. Once submitted, your application cannot be changed. You can track the progress of your application at My Extension.

### **Do I have to take a certificate course for academic credit?**

Courses in a certificate program need to be taken for credit to apply towards the certificate. Therefore, you must choose either the credit option Letter Grade or Pass/No Pass. Unless otherwise stated, students must earn a grade of "C-" or higher to earn credit toward the certificate. "Pass" is awarded for "C-" work or better.

### **May I take a course without having completed its prerequisites?**

Your chances of succeeding in the program and your level of confidence greatly improve if you follow the recommended sequence of courses and the prerequisites listed for each class. However, you are only responsible for the listed required courses and electives (if any).

### **How much does the program cost?**

Students pay for individual course fees at the time of enrollment. UCSD Extended Studies provides a Cost of Attendance estimate, which includes the certificate fee, estimated course fees and required textbooks costs needed to complete a specific certificate program. This estimate varies for each program and is subject to change. The Cost of Attendance is available on our website on our [Form's Library](#) page. The Cost of Attendance is reviewed quarterly and is intended to be used as a guide. In some cases, financial assistance is available.

### **Can I transfer units I earned at another academic institution?**

For questions regarding transfer credit eligibility, you should reach out to the respective academic department; [Click here](#) to access the list of Program contacts. Please note we allow a maximum of two classes to be transferred towards a certificate.

### **Can I take a course toward a certificate if it's not listed as part of the requirements?**

Only approved courses count toward your certificate program. If you can demonstrate mastery of the knowledge imparted in a required certificate course through personal or professional experiences, you may petition to substitute a course. In that case, you may have the option to take another Extended Studies course as determined by the academic department. While you may waive the course requirement, all students must complete all unit requirements. Because of the curricular importance of required certificate coursework, you may only petition to substitute up to half of the total

required courses. To request a course requirement substitution, please submit a written petition, including evidence of your knowledge, to the academic department.

### **When should I enroll in my class(es)?**

We recommend enrolling as soon as possible. Many of our certificate courses will fill up before the course start date. Sections that are open for enrollment will say "Add to Cart". For enrollment dates, including the release date for upcoming courses, please reference our [Extended Studies calendar](#).

### **Can I enroll late in a class that has already started?**

You may enroll late as long as the section says "Add to Cart" on our website. Please note that if the class is online, your Canvas access may be delayed up to two business days. You are responsible for catching up with the class materials. If you drop a course after the refund deadline, even if you enrolled after that date, you would not receive a refund.

### **Can courses in certificate program apply toward an undergraduate or graduate degree?**

UC San Diego Extended Studies is not a degree granting institution; however many UC San Diego Extended Studies courses can be transferred to other colleges or universities. The transferability of credit is determined solely by the receiving institution. Students should discuss how your individual courses will transfer with the receiving institution prior to enrolling.

### **Quarter to Semester Unit Conversion**

As a general rule, quarter credits are converted to semester credits by dividing the number of quarter credits by 1.5. For example, if you have completed a course worth 4 quarter units, the course would be worth  $4 \div 1.5 = 2.66$  semester units.

### **Will a certificate program help my admission to UC San Diego?**

Participating in a UC San Diego Extended Studies certificate program does not in itself provide preference in admission to the University of California degree programs. Students interested in applying to UC degree programs should refer to the UC Admissions website or the admissions office of the UC campus they wish to attend for details about the admissions process.

### **May I enroll in Extended Studies courses if I am not a U.S. citizen or permanent resident?**

Yes, Extended Studies courses and programs are open to all persons, regardless of citizenship or immigration status. The tuition is the same for all students.

International students who are already in the U.S. on F-1 student visa status or wish to obtain an F-1 visa, must enroll in a qualifying full-time program through the International Programs office. Contact [ipinfo@ucsd.edu](mailto:ipinfo@ucsd.edu) for more information.

### **How do I enroll into classes?**

You can enroll online in three easy steps:

1. Log in to [My Extension](#). If you don't have a My Extension account, select "Create an Account."
2. Navigate to "Browse Course Catalog" to search for courses.
3. Click "Add to Cart" for the course you want to take and go to "Checkout."

Or enroll:

- By phone: (858) 534-3400
- By fax: (858) 534-8527
- In person or by mail to either [Student Services location](#) using the [Class Enrollment Form](#)

You will be able to view your courses in [My Extension](#) within 24 business hours after submitting your enrollment. If a guardian or employer is paying for your classes, please have them call 858-534-3400 with the credit card information ready along with your student identification number and course information.

### **When does course enrollment open for each quarter?**

Classes are posted to our website and open for registration approximately two months prior to when the new quarter begins.

### **When will I access my online course?**

If you have enrolled at least three days before the course begins, you will have access starting on the first day of class. If you have enrolled on or after the start date of the course, you will have access to the course within one business day.

### **When does enrollment for a course close?**

Enrollment in a course may be closed for one or more of the following reasons:

- The course is at capacity. If the course is at capacity you will only be able to join the waitlist. If space becomes available in the course, students on the waitlist are contacted in the order they joined the waitlist.
- The course has progressed to a point where students will no longer be able to make-up missed work and be successful in the course.
- The course is cancelled due to low enrollments.

For all three of these reasons we recommend students enroll early in the courses they are interested in.

### **After I enroll into a class, how can I retrieve a receipt or enrollment verification for my records?**

Login to your [My Extension](#) account and select "My Documents" at the top of the page.

### **How do I order transcripts?**

The fastest, easiest way to order is through our online ordering system, offered in partnership with Parchment. It's easy to use, secure, and available 24/7. We offer electronic and mailed copies of both unofficial and official transcripts.

#### **To order your transcript online**

1. Log into or create your [UC San Diego Extension Parchment account](#). If you've never ordered transcripts through Parchment before, you will need to register for a Parchment account. Just follow the link above and then click "Create Account."
  - a. You can also access our storefront by going to this [page](#) on our website.
2. You will then be asked to select a "Credential" from the list. The "credential" you order is the type of transcript order you want to make (i.e. official rush, official standard processing, etc.)
3. After you select your transcript type, you'll be asked where you would like your transcripts sent.
  - a. If you're sending your transcripts to another school, use the search tool.
  - b. If you'd like your transcript sent to an employer, to yourself, or to another third party, click the link below the search box.
4. Next, the system will guide you through providing consent and making payment.

### **How do I drop a course?**

You must submit an official, written request to Student Services to drop a course. Notifying your instructor or not attending is not an official drop. Only written requests submitted directly to Student Services will be processed.

You can drop courses online in a few easy steps:

1. Log in to [My Extension](#).
2. Navigate to "My Courses" and select the course you would like to drop.
3. On the right side under "Tools" select "Drop Course."
4. In the pop-up window that appears, select "Submit."

Or submit a written drop request to [unex-reg@ucsd.edu](mailto:unex-reg@ucsd.edu).

You will receive an email confirmation within one to two business days after your drop request is processed.

**Drop deadline:** You can drop most courses at any time before the final class meeting (by 11:59 p.m. on the day before the scheduled end date for online courses) or before final grades are posted, whichever comes first.

### **How do I receive a refund?**

To be eligible for a refund, you must submit a [written drop request](#) for the course prior to the published refund deadline. If you drop a course before the refund deadline, you will receive a refund of course fees paid at the time of enrollment. The refund deadlines are published on each individual course page and are also available in [My Extension](#).

Concurrent enrollment courses have [separate refund policies and deadlines](#).

Some fees, including late fees, certificate fees and some materials, technology and lab fees are nonrefundable. If the "No Refund After" date is not listed in the course description, please call (858) 534-3400.

If eligible for a refund, the process for refunds is as follows:

- **Fees paid by cash or private loan:** a refund check will be mailed to the address we have on file within 10 business days.
- **Fees paid by personal check:** a refund check will be mailed to the address we have on file within four weeks.
- **Fees paid by credit card:** a refund will be credited back to the credit card used for the initial transaction within 10 business days.
  - \* Note: If the credit card you used for the original transaction has expired or canceled, contact the credit card company or bank.
  - \* Additionally, you will not be refunded for any service fees associated with your purchase.
- **Fees paid by ACH:** a refund will be credited to your account after the 15 day waiting period for ACH transactions has elapsed, meaning that your refund will not be released to you unless 15 days have passed since your initial transaction.
- **Fees paid by VA, EDD, WIA, or Purchase Orders:** a refund will be credited back to the appropriate company or agency.

### **How do I change my grading option?**

For most courses, you may change your grading option at any time before the final class meeting (by 11:59 p.m. on the day before the published end date for online courses) or before final grades are posted, whichever comes first.

Concurrent enrollment courses are held to UC San Diego's deadlines, which can be found [here](#).

**You can change your grading option online in four easy steps:**

1. Log in to [My Extension](#).
2. Navigate to "My Courses" and select the course you would like to change.
3. On the right side under "Tools," select "Change Grading Option."
4. In the pop-up window that appears, click "Submit."

Or submit a written request to [unex-reg@ucsd.edu](mailto:unex-reg@ucsd.edu). You will receive an emailed confirmation within one to two business days after your request is processed.

### **How do online courses work?**

Online courses will be asynchronous. Students do not need to meet at a specific time online, but will need to log in each week to view the lessons, participate in course discussion, and complete and submit coursework. For online courses, all assignments, tests and quizzes can be completed online and submitted through your online classroom portal.

### **Does my online class require a proctor?**

No, you will complete your exams and quizzes through your classroom portal.

### **How do I communicate with a course instructor if I have a question during the course?**

Each instructor has his/her own preferred method of communication and response policy, which will be detailed on the course syllabus. However, most instructors utilize email or the discussion board and will respond within 24-48 hours.

### **How will I receive my final course grade?**

Once the course is completed, the instructor has 10 business days to submit your grades. Once grades have been posted, you can view and print them from your [My Extension](#) account.

### **Do I have access to a course after the end date?**

You have access to the course and its contents from the published start date through the published end date plus four weeks. This gives you time to finalize communication with the instructor. There are no extensions and there is no way to access the content or personal work beyond those dates.

The online lectures cannot be saved to your own system for use in the future. Please make sure you preserve a copy of any work you submit prior to the end date.

### **How do I get my certificate once I have completed the requirements?**

When you have paid your certificate fee and successfully completed all program requirements, you will need to request an audit by Student Services. To request an audit:

- In your [My Extension](#) account, click on “My Courses.”
- On the right side of the page under “My Certificates,” click on the name of the certificate.
- On the right side of the page under “Tools,” click on “Request Certificate Audit.”
- Complete and submit the form that appears.

Once you have formally submitted your audit request, your certificate will be mailed to the address we have on file for you within three weeks provided you have successfully completed all program requirements.

If you do not see your certificate program listed on your MyExtension, then you have not completed the application for your certificate program. To do this, simply search the certificate on our website using the search in the top right hand corner of our website. On the certificate page, you will find the “apply now” button that you need to submit an application. Once you’ve submitted, please wait one or two business days for the certificate to appear in your MyExtension.