

### **How long does it take for my eligibility application to be approved?**

- Eligibility applications are approved within 2-3 business days. Once your application is approved you will receive one email that has an outline of the next steps for Concurrent Enrollment and one email that has instructions on how to create and set-up your AX account number.

### **What is the deadline for in-person classes?**

- Concurrent enrollment students must submit an eligibility application by Thursday of Week 2 of the academic quarter in which they are applying in order to be approved for in-person courses.

### **What is the difference between my AX account and my MyExtension account?**

- Your AX account is used for logging into any system that references an "Active Directory" login.. Here are the systems that you will access using your AX account number as your username and the password that you created for it:
  - Canvas
  - EASy System
- Your U0XXXXXXX number is your student ID for UCSD Division of Extended Studies. This is the number that your academic record is attached to and that will appear on your MyExtension account. You will need a U0 number for the following systems:
  - Parchment
  - MyExtension
  - Payment Collection
- You will also receive something called an EXT account, this is only for MyChart access and uploading your vaccination record.

### **The system is saying that my AX account password is incorrect, what do I do?**

- If you are having issues with your AX account password, you can use this link to reset your AX account password: <https://password.ucsd.edu/GetUser.aspx>
- If you are unable to reset your password using the above tool, then please reach out to the IT help desk here: <https://blink.ucsd.edu/technology/help-desk/index.html>

### **When will my EASy request be approved?**

- EASy requests are generally not processed or approved until the end of Week 2 or the beginning of Week 3 of the academic quarter, with few exceptions. You will be notified once a decision has been made by the department in regards to your EASy request.

### **What are the factors that a department uses to determine whether or not they will approve my EASy requests?**

- Each department has a different rubric for EASy requests approval, however, generally the decision is made based on whether or not there are open seats in the class. If professor approval is required for a course, then it is possible that the professor will ask for some kind of verification of your academic history to show that you are capable of meeting the academic rigor of their class. If professor approval is not required, then

academic departments will look to see if there is space in the course available for you to be enrolled.

- For all inquiries about EASy requests approvals, please contact the academic department that the EASy requests was submitted to.

### **What should I do while I wait for my EASy requests to be approved?**

- While you wait for your EASy requests to be approved, you are expected to participate fully in your course as if you were formally enrolled. You should receive full course access within 2 hours of submitting your EASy request so that you can begin your coursework and attend lectures. You can also complete Steps 4 or 5 of the Concurrent Enrollment process, which are the Academic Integrity Tutorial and submitting your vaccine information respectively.

### **Do I have to complete the Academic Integrity Tutorial every quarter?**

- No, the Academic Integrity Tutorial only needs to be completed once by each student who is interested in completing Concurrent Enrollment courses.
- If you have completed it previously, please make sure to email [concurrent@ucsd.edu](mailto:concurrent@ucsd.edu) or [ups-programs@ucsd.edu](mailto:ups-programs@ucsd.edu) to ensure that this is recorded.

### **Why does Canvas say “I don’t have an account”?**

- Concurrent Enrollments students will not have a Canvas account that is accessible via their MyExtension page. Concurrent enrollment students should login to [canvas.ucsd.edu](https://extensioncanvas.ucsd.edu) directly using their AX account number, not [https://extensioncanvas.ucsd.edu/](https://extensioncanvas.ucsd.edu) as Concurrent Enrollment courses are housed in main campus’ system, and not Extension’s system.

### **Do I have access to the library?**

- Geisel library is generally open to the public. Concurrent enrollment students are welcome to use common areas of the library as a study space. Concurrent enrollment students will not be able to borrow books or reserve study spaces unless they have a DES student ID. More information can be found here: <https://library.ucsd.edu/ask-us/extension.html>

### **How do I submit my vaccination information?**

- As long as you submit your eligibility application before the in-person submission deadline, you will be contacted by [concurrent@ucsd.edu](mailto:concurrent@ucsd.edu) with instructions on how to submit your vaccination information. To submit your vaccination information, you will need your AX account number and password to login to the UCSD health system.
- Please do not try to submit your vaccination information before you are contacted. Please do not submit any vaccination or other health information to the [concurrent@ucsd.edu](mailto:concurrent@ucsd.edu) email.

### **How do I drop my class? (Deadline for dropping courses)**

- To drop a Concurrent Enrollment course, please reach out to [concurrent@ucsd.edu](mailto:concurrent@ucsd.edu) with your request. You can also cancel your EASy request in the system to remove your enrollment request.
- Please note, the refund and drop deadlines for Concurrent Enrollment courses are vastly different from the refund and drop deadlines of standard Division of Extended Studies courses. For more information about the dates for refunds and drops, please refer to the calendar listed on the main Concurrent Enrollment webpage here: <https://extendedstudies.ucsd.edu/student-resources/registration-policies-and-procedures/concurrent-enrollment>. The dates for these requests are listed under “Important Deadlines.”

**How/when do I pay my tuition? How do I formally enroll?**

- Once the department has approved your EASy request, you will be contacted with instructions on how to pay for the course if you would still like to formally enroll through the EASy system. Payment instructions generally begin to be sent out to students at the beginning of Week 3 of the quarter. Once you have paid for your class, UCSD Division of Extended Studies staff will formally enroll you in your course. You should see your Concurrent Enrollment course appear in your student account by the end of Week 4 of the quarter.