**Frequently Asked Questions**

***Will my lecture be recorded to view later?***

The Chang School offers two categories of online courses: synchronous and asynchronous. For a description of each type, please see below. More information about Distance Education courses is available from our [website](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000023).

***What is the difference between asynchronous and synchronous online courses?***

*Synchronous* online courses involve chat and video conference learning in real-time. It’s like a virtualized classroom course that allows students and instructors to interact instantly. If you choose to enrol in a synchronous online course, you will see the day(s) and time(s) posted on the website when you are required to be online.

*Asynchronous* online courses involve coursework delivered via web, e-mail, and message boards. Learning can be carried out while the student is offline and at their own pace. If you choose to enroll in an asynchronous online course, you will only see the start and end dates of the course posted on the website and it will be up to you when you choose to be online.

More information about Distance Education courses is available from the [website](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000023). This includes information about courses and certificate programs offered at a distance. There, you can also find information about how Distance Education courses work and how to obtain books and other materials. The site also features frequently asked questions received by the Chang School from students about what to expect when taking a Distance Education course.

***When can I see my online course shell and instructor contact information in D2L?***

D2L can be accessed after logging in at my.ryerson.ca and clicking the Online Courses and Organizations tab. You will see your course link in D2L Brightspace as of the official course start date. If you need assistance with your online course, please contact us at [ce@ryerson.ca](mailto:ce@ryerson.ca).

***Do you have any financial aid for those who are struggling financially during the pandemic?***

If you require financial assistance, you may apply for [merit-based awards](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000117) and/or [need-based financial aid](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000118). Students officially registered in a Chang School certificate program may also be eligible for funding through the Ontario Student Assistance Program (OSAP). For a complete list of certificate programs approved by OSAP, visit the [Student Financial Assistance website](https://www.ryerson.ca/student-financial-assistance/osap/student-group/).

The Chang School does not administer the OSAP financial assistance. For details on applying for OSAP, please email Ryerson’s Student Financial Assistance Office at [finaid@ryerson.ca](mailto:finaid@ryerson.ca).

***Is my midterm or final exam online this semester?***

Refer to your course outline for information regarding your course’s final assessment. For the Fall 2020 term, all exams will be held online.

***Where can I find the Mail-In Enrollment Form on the website?***

The Mail In Enrollment Form is available from Forms and Documents on our [website](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000098).

***How will I receive my completed certificate (i.e., e-mailed or mailed)?***

The next Convocation date is Spring 2021 with ceremonies taking place in June 2021.

To apply to graduate for Spring 2021 with no fee, you may do so between November 1, 2020 until March 1, 2021 on RAMSS ([my.ryerson.ca](http://my.ryerson.ca/)). The deadline to apply with a late application fee on RAMSS is April 15, 2021. May 14, 2021 is the final date to cancel an Application to Graduate.

See [How to Apply to Graduate](https://www.ryerson.ca/RAMSSsupport/ugrad_grad/academics/apply_to_graduate/) for step-by-step instructions and screenshots.

For information and FAQs on when your certificate will be released, please see [Curriculum Advising - Convocation Ceremonies](https://www.ryerson.ca/curriculum-advising/graduating/ceremonies/) and [Ryerson COVID-19 Information and Updates - Graduation and Convocation](https://www.ryerson.ca/covid-19/students/graduation-convocation/).

If you have any questions or require further information about this, please email studentrecords@ryerson.ca.

***When will lab courses be offered?***

In the best interests of our students and staff during the ongoing COVID-19 pandemic, The Chang School has decided to cancel all *in-class* courses. Classroom courses will not take place as scheduled. Alternatively, many classroom courses have been converted to *online* delivery to ensure that students have the opportunity to complete the Fall 2020 academic term.

Please check The Chang School's website at [continuing.ryerson.ca](http://continuing.ryerson.ca/) for the most up-to-date scheduling. Please refer to [Important Dates](https://continuing.ryerson.ca/contentManagement.do?method=load&code=CM000106) for enrolment and transfer dates.

* Fall 2020 academic term: enrolment is now open. Winter 2021 academic term: enrolment is now open. Spring/Summer 2021 academic term: open enrolment for all students commences on December 14, 2020

We recommend students continue checking our course webpages regularly to see if additional sections become available.

You may also see if there are alternative courses you may be interested in. To assist you further, you can search through our courses available on our website using [Course Search](https://continuing.ryerson.ca/search/publicCourseAdvancedSearch.do?method=load).

***Could you help me with my two-factor authentication?***

If you are having technical issues with the [my.ryerson.ca](http://my.ryerson.ca/) username and password or Google Authenticator code generation app (two-factor authentication), please contact [Computing and Communications Services (CCS)](https://www.ryerson.ca/ccs/contact/) by e-mail at help@ryerson.ca. The Academic Computing support office website also provides assistance on [Setting Up Two-Factor Authentication](https://www.ryerson.ca/ccs/services/ITSecurity/protecting-your-identity/two-factor-authentication/setting-up-two-factor-authentication/).

***Where do I submit health and medical certificates for missed assignments, midterms, and/or exams now?***

Submit [your documentation](https://cas.ryerson.ca/login?service=https%3A%2F%2Fprod.apps.ccs.ryerson.ca%2Fsenateapps%2Fj_spring_cas_security_check&renew=true) online as soon as reasonably possible, either before or within three working days of the missed academic obligation.