



Continuing & Professional Education Undergraduate Program Registration Information Fall 2009

FALL 2009	
Wed., July 22, 2009	CPE Fall Registration begins
Tues., Sept. 1	UMass Open Class Registration begins
Wed.-Thurs., Sept. 2-3	Reg. Office open until 7:00 p.m.
Mon., Sept. 7	LABOR DAY - OFFICES CLOSED
Tues., Sept. 8	Fall classes begin, Reg. Office open until 7:00 p.m.
Wed.-Thurs., Sept. 9-17	Reg. Office open till 6:00 p.m., Mon.-Thurs. until Sept.17
Mon., Sept. 14	Last day for 100% refund
Sun., Sept. 20	Last day to submit registration on the UMassULearn website
Mon., Sept. 21	Last day for registrations by fax, phone, walk-in, mail to be received
Mon., Sept. 21	Last day for 70% refund, Add/Drop ends; Offices open 8:30a.m. - 7p.m.
Tues., Sept. 22	Withdrawal period begins
Mon., Oct. 12	COLUMBUS DAY - OFFICES CLOSED; NO CLASSES
Wed., Oct. 21	Winter Session Registration begins
Thurs., Oct. 22	Mid-semester - Withdraw with a "W" ends (undergraduate)
Wed., Nov. 11	VETERANS DAY - OFFICES CLOSED; NO CLASSES
Thurs., Nov. 12	CPE Spring Registration begins
Thurs., Nov. 26	THANKSGIVING - OFFICES CLOSED; NO CLASSES
Fri., Nov. 27	Thanksgiving recess - No classes - Offices open
Mon., Nov. 30	Classes resume
Fri., Dec. 11	Last day of classes
Sat., Dec. 12-13	Reading Period
Mon., Dec. 14-19	Finals begin
Fri., Dec. 25	CHRISTMAS HOLIDAY - OFFICES CLOSED
Fri., Jan. 1, 2010	NEW YEAR'S HOLIDAY - OFFICES CLOSED
Tues., Jan. 5, 2010	Grades available to students on SPIRE (approximate)

METHODS OF REGISTRATION, including how to drop a course

All registrations and drops must be **RECEIVED** before the Add/Drop period ends.

Registrations (except those done directly in SPIRE) are a request to be enrolled and are processed during normal business hours usually within three business days of receipt.

Registration for classes can be verified using your SPIRE account (see “SPIRE” below).

Continuing & Professional Education/CPE: www.umassulearn.net/

All online courses are offered through the UMass Amherst/UMA Continuing & Professional Education/CPE.

**For Registration Assistance-
Continuing & Professional Education Registration and Records Office**

413-545-3653

1-800-922-8211 (toll free)

413-545-0513 (fax)

e-mail: regoff@contined.umass.edu

The CPE Registration and Records Office receives registrations and keeps academic records of all students, records grades and oversees transcripts.

Identify yourself as a student in the Isenberg School of Management Online BBA Program.

Registration through CPE/Continuing & Professional Education

Web: go to www.UMassULearn.net to view Continuing and Professional Education class offerings; click on the ‘Enroll Now’ link. Charges will be posted to your SPIRE account, and will be **billed to you by the Bursar’s Office via your UMail account**. You may also use 3rd party billing on the web; just be sure that your authorization to bill has been sent to Continuing & Professional Education BEFORE you register. Students with waivers should not use the web to register, as the waiver is needed at the time of enrollment. *Please note: web registration ends the day **BEFORE** the Add/Drop period ends.*

Fax: (413) 545-0513; download the registration form at www.UMassULearn.net by clicking on the link ‘Registration Info’ and following the prompts; payment by MasterCard, Visa, Discover, 3rd party billing, or student billing through the Bursar’s Office is accepted.

Phone: (413) 545-3653 or toll-free (800) 922-8211, Monday – Friday, 10:00 a.m. – 5:00 p.m. with payment by MasterCard, Visa, Discover, 3rd party billing, or student billing through the Bursar’s Office.

Mail: with payment by MasterCard, Visa, Discover, check, money order, 3rd party billing, or student billing through the Bursar’s Office. *No cash accepted.* Make checks payable to UMass Amherst Continuing & Professional Education, and mail to:

Records and Registration
Continuing & Professional Education
University of Massachusetts Amherst
100 Venture Way, Suite 201
Hadley, MA 01035-9430

In-person: at Continuing & Professional Education Records and Registration, 100 Venture Way, Hadley, MA. Payment by cash, MasterCard, Visa, Discover, check, money order, 3rd party billing, or student billing through the Bursar’s Office.

REGISTRATION DATES

Registration for Fall classes begins in mid July; for winter classes in mid October; for spring classes mid November; and for summer classes registration generally begins early March.

Please see www.umasslearn.net/Registration-Info/Academic-Calendar for exact registration dates for each term. Registration ends at the end of the Add/Drop period for all semester-long classes and Session I/Session II, variable session in summer. Withdrawals are available for an additional period of time, proportional to the length of the class (check the calendar or individual class listings on www.umasslearn.net/Classes).

For variable dated classes (those that begin or end at times different from the standard semester), check the class listing at umasslearn.net/Classes for exact Add/Drop and Withdrawal dates.

PROGRAM COSTS - for instate, out of state or out of country

Undergraduate Online Bachelor of Business Course Fees \$475 per credit

Registration Fee \$45 Non-refundable, charged once each semester

Plus the cost of materials, texts

University Commencement fee \$75.00, due last semester or attendance, required to receive diploma.

For cost of other courses please see the applicable course description at www.umassuelarn.net.

Students billed through the Bursar's Office will receive bill by e-mail to your UMAIL account. The bill can be viewed from a link within SPIRE and paid directly online or it can be downloaded and mailed with a check.

You may also pay the CPE Business Office 413-545-0337 or busoff@contined.umass.edu once you see your balance in SPIRE, for questions please contact the CPE Business Office.

FINANCIAL AID

Students who receive financial aid will be able to view it on SPIRE. Students are responsible for any costs not covered by Financial Aid. The Financial Aid office can be reached at 413.545.3353 or marianna@finaid.umass.edu, identify yourself as an Online BBA student. More information can be found at www.umass.edu/umfa/cpe/.

WAIVERS

Massachusetts Higher Education and state employees (as well as their spouses and dependents) are eligible for a 50% class fee remission if the employee is a full time employee. A 25% class fee remission is available for part-time employees.

Waivers apply to class fees only (not the \$45 registration fee) and must be presented at the time of registration. They are not retroactive and will not be accepted once the student's registration has been processed. Waivers cannot be used when registering online.

Because Continuing & Professional Education classes are not state funded, Veteran, Armed Force (with the exception of the Welcome Home waiver), Native American, Senior Citizen, and Adopted Child, and John & Abigail Adams waivers cannot be used to enroll in classes offered through Continuing & Professional Education.

CLASS DROPS AND WITHDRAWALS

During the Add/Drop period, all requests for a class drop and the appropriate refund must be submitted in writing to the Records and Registration Office at Continuing & Professional Education.

Students may use the Electronic Drop Form at umasslearn.net/Coursechange, or navigate there by visiting www.umasslearn.net and clicking on the 'Registration Info' link and then the 'Add/Drop & Withdrawal' link which will appear on the left. Students can also submit by

fax or mail their signature, name, SPIRE ID, and the class(es) to be dropped. The postmark or fax dates are considered the date of withdrawal.

Withdrawal Period After the Add/Drop period, students may withdraw from a class through the Withdrawal Period (midpoint in the semester). The mid-semester withdrawal date is published in the CPE catalog and online. A class dropped during this period will be recorded on the student's transcript as a 'W'. Requests to withdraw from a class must be submitted by the student using the **ELECTRONIC COURSE DROP FORM** available twenty-four hours a day, seven days a week at umasslearn.net/Coursechange.

Late Withdrawal After the mid-semester date, the student is responsible for completion of the class unless the student's undergraduate/academic dean grants a late withdrawal for extenuating circumstances. Students should use the Withdrawal Request Form and Instructor Verification Form available online at <http://umasslearn.net/Registration-Info/Drop-Withdraw-a-Class>. The completed forms should be submitted to the Continuing and Professional Education Records and Registration Office.

REFUNDS

Generally, 100% refunds are available through the first half of the Add/Drop period, and 70% refunds are available until the end of the Add/Drop period. **NO REFUNDS after the A/D period.** For more detailed information regarding refunds, including exact dates, see umasslearn.net/Financial-Info/Refunds.

Please be aware that if a swap is made during the 70% refund period, the student is still responsible for paying the remaining 30% balance of the dropped class in addition to the full cost of the class being added.

STUDENT COMPUTER SERVICES ACCOUNTS

All students enrolled in credit classes are provided with both UMass Amherst email (UMail) and SPIRE accounts. Additionally, students enrolled in online classes will have UMassOnline access for their classes. The username for these three platforms will be the same; this username is known as the student's NetID. The Office of Information Technology/OIT will send new students their NetID, SPIRE ID and temporary password in two separate emails. The first email includes your NetID and SPIRE ID. The SPIRE ID is your permanent eight digit identification number. The second email includes your temporary password, which will be the same password for their SPIRE and UMail accounts. **YOU MUST activate these accounts.** To do this, go to SPIRE www.spire.umass.edu and click on 'Activate Your Account' on the right side of the screen.

UMAIL After you activate your OIT account you can set up your UMail to be forwarded to a non-UMA e-mail address if you choose.

All official University correspondence is sent to your UMail address, you MUST CHECK it REGULARLY.

If problems activating an account, contact the Office of Information Technology/OIT Helpdesk at (413) 545-9400.

If unable to provide a non-UMass email address at the time of registration contact the OIT Helpdesk after their registration has been processed to activate their UMail account promptly. Log into UMail using NetID and password.

Failing to open UMail account after seven days, will result in an email reminder, after twenty one days information is sent via mail. You will have a hold placed on your academic record if you do not activate your UMail account which will prevent you from registering.

Email accounts are deactivated for any of the following reasons:

- the user violates the OIT Acceptable Use Policy (see www.oit.umass.edu/policies/acceptable_use/policy.html)
- the user has not used (logged into) the account for six months
- the user has left the University

SPIRE This student information system enables users to have direct secure web access to student administrative data, such as class schedules, grades, billing, registration or transcript holds, and financial aid status. Log into SPIRE www.spire.umass.edu/ with your NetID

and password. To contact OIT concerning your SPIRE account, please visit www.oit.umass.edu/spire/index.html or call (413) 545-9400, Option 2.

Returning students must check SPIRE before registering to see if a hold has been placed on your account by the Bursar's Office, OIT, etc. Holds must be lifted by the office that placed them; contact the appropriate office to resolve the hold. *You must clear holds placed on your account before you can register.*

Class schedule and grades are available via SPIRE (they are not mailed and cannot be given over the phone).

Students can also print an unofficial transcript and degree progress report via SPIRE.

ONLINE CLASSES – Administered through the Blackboard Vista learning platform, accessed through UMassOnline at www.amherst.umassonline.net. Class log-on information is emailed to students approximately two weeks prior to the start of classes. If you register after that time, you will receive your logon information 1-4 business days after your registration has been processed. Log-in information is sent to your UMail account only.

Online students will occasionally receive emails from amherstsupport@umassonline.net, regoff@contined.umass.edu, support@umassonline.net, onlinebba@som.umass.edu and tmfuller@som.umass.edu.

Please ensure that these addresses are not spam-blocked, so that you receive important information.

HELP DESK SUPPORT

Depending on the nature of questions or problems, there are offices available to quickly address your needs.

- UMail and SPIRE accounts - the OIT Help Desk is available to address access and technical issues; please visit anytime at www.oit.umass.edu/help.html or call 413-545-9400 during normal business hours Monday-Friday, 8:30-5:00 EST.
- Online class – for help concerning access and technical issues contact the help desk amherstsupport@umassonline.net or call 888-300-6407, 24 hours a day.