
Provision of Course Materials Policy

Department Policy Number

54-002

Effective Date

March 01, 1999

Policy Statement

Athabasca University shall provide students with course materials for a course in which they are registered, prior to the start date of a course.

Purpose

Except for walk in registrations, students must register for a course by the 10th day of the previous month. Course materials are shipped to the student's mailing address stored on the Student Information system. Occasionally, students do not receive their course materials prior to the course start date.

Procedure

Upon notification of non-receipt of course materials:

- a) When any University staff member is made aware that a student has not received their course materials by their course start date, that staff member shall notify Course Materials Production department immediately.
- b) Course Materials Production shall confirm if the course materials were shipped to the correct mailing address.
- c) Regardless of where the materials were shipped, Course Materials Production shall courier replacement course materials to the address provided by the student, at University cost.
- d) Course Materials Production shall notify Registry so that the Registrations unit can adjust the student's contract date.

Course Materials Production will attempt to trace and retrieve lost materials.



Note: These procedures do not apply for walk in registrations.

Responsible Department

Contact Course Materials Production (CMP) department at 675-6366 for assistance.

Approved By

Executive Group - 16 August 2000