Frequently Asked Questions: Faculty of Medicine's Online Courses at the School of Continuing Studies

Before You Register

If you have a question or a request, before contacting the University of Toronto School of Continuing Studies or your instructor, please familiarize yourself with the following information in order to identify who can assist you.

The following courses are taught by the Faculty of Medicine. They are supported administratively by the School of Continuing Studies.

SCS 2159 Basic Human Physiology
SCS 2472 Biochemistry with a Medical Perspective
SCS 2900 Pharmacology: Principles and Clinical Applications
SCS 3170 Fate of Drugs in the Body: Fundamentals of Pharmacokinetics
SCS 3031 Introduction to Medical Microbiology SCS
SCS 3128 Principles of Immunology
SCS 3655 Human Gross Anatomy

Although there are no formal pre-requisites for these challenging courses, good standing in a human biology course at the senior secondary or introductory university level is highly recommended.

For SCS 2472 Biochemistry with a Medical Perspective, a first-year university introductory chemistry course is also recommended.

Before registering, students planning to use this course for admission to any academic program are strongly advised to obtain written confirmation from the institution to which they are applying whether this course meets the prerequisites of their intended degree program.

Course Content

For questions related to the course content, your assignments, test(s) or postings, please read the course websites for some of these courses. They are updated regularly:

SCS 2159 Basic Human Physiology: http://onlinephysiologycourse.med.utoronto.ca/scs2159.html
SCS 2472 Biochemistry with a Medical Perspective: http://www.onlinebiochemistrycourse.com/ SCS
2900 Pharmacology: Principles and Clinical Applications: https://elearning.pharmtox.ca/scs2900/
SCS 3170 Fate of Drugs in the Body: Fundamentals of Pharmacokinetics:
https://elearning.pharmtox.ca/scs3170-fate-of-drugs-in-the-body-fundamentals-of-pharmacokinetics

Further questions should be directed to the instructors directly.

Registration

Online registration with payment by credit card is available on the School of Continuing Studies website:
https://learn.utoronto.ca/

For any issues regarding registration such as a request for a transfer, withdrawal, tax receipt or a transcript, please contact the School of Continuing Studies' Student Services directly: learn@utoronto.ca or call 416.978.2400

Withdrawal from the Course

The full amount of your tuition fee will be refunded if the withdrawal takes place within 10 business days of the start of the course. No refund will be given after this deadline.

Quercus and System Requirements

What is Quercus?

All faculties of the University of Toronto use the Quercus learning management system for online courses. Inclass instructors also use this system to enhance their learners' experience.

Click below for more general information about Quercus: http://qstudents.utoronto.ca/ and https://q.utoronto.ca/courses/46670/pages/student-quercus-guide

What Does My Computer Need In Order To Use Quercus?

High-Speed Internet Connection: You need access to a reliable high-speed internet connection on your own computer or a public computer. Minimum speed: 512 Kb / sec. You can verify your internet speed free at www.speedtest.net.)

To ensure compatibility with the various software technologies used in online courses, the following is a list of recommended operating systems and web browsers to access Quercus.

Operating Systems
- Windows 7 and newer
- Mac OSX 10.10 and newer
- Linux - chromeOS

Supported Browsers
- Canvas supports the current and first previous major releases of the following browsers. We recommend using either Chrome or Firefox for the best experience. Please visit this webpage for additional information about supported browsers:
    - **Chrome** 75 and 76
    - **Firefox** 67 and 68 (Extended Releases are not supported*)
    - **Edge** 44 *(Windows only)*
    - **Respondus Lockdown Browser** (supporting the latest system requirements)
    - **Safari** 11 and 12 *(Macintosh only)*
      Internet Explorer is no longer supported as a Canvas browser.

For more information about the operating systems and web browsers supported by Quercus, please visit: https://q.utoronto.ca/courses/46670/pages/student-quercus-guide

Will I Need To Install New Software To Take An Online Course?

Your online courses may ask you to preview audiovisual materials with programs such as Windows Media Player, Acrobat Reader, RealPlayer, VLC Media Player, and Adobe Flash. These are free and when you are enrolled in an online course, you will be given instructions on how to download the latest version of these programs, as well as how to add any others that may be required later.

If you have further questions about software requirements, please contact the School of Continuing Studies at elearning@utoronto.ca or by phone at 416.978.3880.

Whom Do I Contact for Help with Quercus and My Computer System?

If you have any problems accessing Quercus or questions concerning equipment and platforms, please contact the Enrolment Learner Services at the School of Continuing Studies by email: learn@utoronto.ca or phone: 416.978.2400. Office hours are Monday to Friday, 8:30 am to 5 pm (July, August: 8:30 am to 4:30 pm).

After Registration

When Will I Receive Information About Accessing My Course?

Approximately three calendar days prior to the start date, information about accessing your online course will be sent to the email account that you used to register with the School of Continuing Studies. If you are a late registrant, access information will take two business days to generate. If you have not received your course access information within the timeframes mentioned above, please contact the School of Continuing Studies by phone 416.978.2440.

What If My Course Is Not Listed When I Log In To Quercus?

A.   You may be logged in using credentials (UTORid and password) that were sent to you in previous semesters. Please make sure you are signing in using the credentials that are sent to you from learn@utoronto.ca for your current course. If you do not have that information, please contact the School of Continuing Studies at learn@utoronto.ca or by phone at 416.978.2400.

B.   Your instructor may have decided to make the course unavailable until the official start date of the course. Please wait until the start date of your course to see your course listed in the Quercus. If you do not see it by then, please contact the School of Continuing Studies at learn@utoronto.ca or by phone at 416.978.2400.

Am I Entitled To Access The University's Wireless (Wifi) Network On The Campus?

Yes, when you are on any of the U of T campuses, you can connect to the "UofT" network. You will be asked to enter your username and password. These are your UTORid and the password associated with it.

If you are having difficulties accessing the wireless network, please verify your UTORid and password using the following link: https://www.utorid.utoronto.ca/cgi-bin/utorid/verify.pl

Examinations and Final Grades

How And Where Do I Write Exams?

Final examinations, where applicable, are conducted at locally situated, proctored exam centres. Exams can be taken almost anywhere in the world. See the Exam Application form posted within your course on Quercus for more information. The Exam Application Form can also be found here: https://learn.utoronto.ca/help/forms-and-applications/medical-online-exam-application.

Examinations are held in the morning and the afternoon. If you are taking two courses, your exams will be staggered, one after the other. If you are taking more than two, contact the School to make special arrangements. There is a supplementary charge of Cdn $125 for students outside Canada and the U.S.

How Do I Register To Write My Exam?

Complete the online examination form posted in Quercus, and submit it by the deadline stated on the form. A reminder with information about the exam location will be sent to you two weeks prior to the exam date. Please note: the deadline for applying for an examination is soon after the course starts.

If I Cannot Write The Exam On The Scheduled Date, What Are My Options?

If you are unable to write a scheduled exam for a serious reason, you may apply to write an alternate exam in the next scheduled exam period. The fee for this service is Cdn $150 and the application form is found here: https://learn.utoronto.ca/how-to-register/forms-applications   Please note that if you fail a final exam, you are not eligible to write an alternate. You will have to take the course again and complete all materials from the beginning of the course again.

Where Will My Final Grade Be Posted?

You can view your final course grade by logging in to your MyAcess student account on the website of the School of Continuing Studies: https://learn.utoronto.ca/login
Your final exam mark and the final course grade will not be posted in Quercus.

When Will My Final Grade Be Posted?

Your final grade is posted in your student account at the School approximately four to six weeks after the exam.

How Can I Receive A Grade Report?

A downloadable "grade report" for the course is posted in your student MyAccess account at the School four to six weeks after the exam. You can log in to your account through the MyAccess login page: https://learn.utoronto.ca/login

If you require an official transcript of your entire academic history at the School, you can apply for one by using the Transcript Application form at the link below: https://learn.utoronto.ca/how-to-register/forms-applications

In the case of SCS 2900 Pharmacology: Principles and Clinical Applications and SCS 2472 Biochemistry with a Medical Perspective, the transcript comes with an official form letter from the Department, describing the course.

If you require a letter of completion without a grade, or further documentation regarding your course, please email learn@utoronto.ca with your request.

Can I Receive A Tax Credit?

Please read the information here carefully: https://help.learn.utoronto.ca/hc/en-us/articles/235016368-Does-my-coursequalify-for-a-T2202A-tax-credit-