

It is our pleasure to welcome you to UC San Diego Extension. We recognize the importance of your decision and the commitment it entails to learn and develop by means of association with an outstanding center of learning. The Student Services department is here to help you achieve your educational and professional goal.

Why UC San Diego Extension?

Our unique educational formats support lifelong learning and meet the evolving needs of our students, businesses and the larger community. We do this through continuing education, certificate and degree-related programs; community initiatives that support economic and social development; and a wide array of public-service lectures, forums and special events delivered both on and off campus and through print, internet, radio and television. Today, Extension's presence is felt throughout the region and around the world.

Frequently Asked Questions

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Enrolling into Courses

How do I enroll in courses?

Enroll in your intended courses as soon as possible to secure your spot and ensure that you will have access to the course materials on time.

You can enroll online in three easy steps:

1. Log in to [My Extension](#). If you don't have a My Extension account, select "Create an Account."
2. Navigate to "Browse Course Catalog" to search for courses.
3. Click "Add to Cart" for the course you want to take and go to "Checkout."

Or enroll:

- By phone: (858) 534-3400
- By fax: (858) 534-8527
- In person or by mail to either [Student Services location](#) using the [Class Enrollment Form](#)

Keep an eye out for your enrollment confirmation email, which you should receive one to two business days after enrolling.

Am I guaranteed a spot in the course?

Enrollment in all courses is on a first come first served basis, while space is available. You will receive an enrollment confirmation email within one to two business days once your enrollment is finalized.

Can I waitlist for a course if it is full?

Waitlists are available for most courses. If a course fills up before your enrollment is finalized, we will email you to let you know you've been placed on a waitlist. If a course is full before you attempt to enroll, call Student Services at (858) 534-3400 to be placed on the waitlist.

Please Note: Being waitlisted for a course does not guarantee enrollment. You will only be notified if a space becomes available.

What happens if the course is canceled?

We try to avoid cancelling or discontinuing courses; however, in circumstances where the course does not meet minimum enrollment requirements or in other unforeseen circumstances, we reserve the right to either cancel the course before it begins, or discontinue the course after the first meeting. If a course is canceled or discontinued for any reason, enrolled students will receive an email notification and a refund of any fees paid. **We recommend registering early to ensure that the course you want to take is not canceled due to low enrollment.**

Dropping Courses

How do I drop a course?

In order to be dropped from a course, you must submit an official written request to Student Services.

You can drop courses online in a few easy steps:

1. Log in to [My Extension](#).
2. Navigate to "My Courses" and select the course you would like to drop.
3. On the right side under "Tools" select "Drop Course."
4. In the pop-up window that appears, select "Submit."

Or submit a written drop request:

- By fax: (858) 534-8527
- In person at either [Student Services location](#)

You will receive an email confirmation within one to two business days after your drop request is processed.

Do I get a refund when I drop a course?

To qualify for a refund, you must drop a course before the refund deadline, which is separate from the drop deadline. If you drop your course before the refund deadline, you will receive a full refund of course fees paid at the time of enrollment. The refund is issued in the same manner that the course fees were paid. If you drop a course after the refund deadline, even if you enrolled after that date, you will not receive a refund.

Refund deadline: Refund deadlines are unique to each course. The refund deadlines are published on individual course pages at extension.ucsd.edu and are also available in [My Extension](#).

What is the deadline to drop a course?

The drop deadline differs for in-class and online courses. Hybrid courses adhere to the in-class course deadlines.

For ***in-class courses***, you must submit a drop request before the final class meeting or before the final grades are posted, whichever comes first.

For ***online courses***, you must submit a drop request by 11:59PM on the day before the scheduled end date or before final grades are posted, whichever comes first.

I told my instructor that I am dropping the course; does this qualify as a drop request?

The only way to officially drop a course is to submit a written request to Student Services. Because instructors do not have the authority to drop students, notifying your instructor or not attending is not an official drop request. You must submit your written drop request prior to the drop deadline to avoid a negative impact on your academic record.

Grading Options

At UC San Diego Extension, you have the option to choose how you want your course(s) graded. Not all grading options are available for all courses. If you don't choose a grading option, the default grading option will be assigned.

- **Letter Grade:** A grade between A+ and F reflects your performance in the course and is included in your grade point average (GPA) calculation. A passing grade counts toward your earned credit hours or the required number of units for your certificate.
- **Pass/No Pass:** A grade of P or NP reflects whether you have passed the course, but does not otherwise indicate your performance. These grades are not included in your GPA calculation; however a P (passing) grade counts toward your earned credit hours or the required number of units for your certificate.
- **Not for Credit:** A grade of "NFC" reflects that you were enrolled in the course but does not indicate your performance. This grade appears on your transcript, but is not included in your GPA calculation and is not counted toward your earned credit hours or the required number of units for your certificate.

Important Note: Courses taken under the Not for Credit (NFC) grading option will not count towards your certificate completion. Unless otherwise stated, in order to earn your certificate, you must take each course for a letter grading option or pass/no pass grading option.

For most courses, you may change your grading option at any time before the final class meeting (by 11:59 p.m. on the day before the scheduled end date for online courses) or before final grades are posted, whichever comes first.

What is considered a passing grade?

A pass grade is C- or better. If you select a pass/no pass grading option and you pass the course with a C- or better, in lieu of a letter grade, your academic transcription record will reflect a "P".

How can I change my grading option?

You can change your grading option online in four easy steps:

1. Log in to [My Extension](#).
2. Navigate to "My Courses" and select the course you would like to change.
3. On the right side under "Tools," select "Change Grading Option."
4. In the pop-up window that appears, click "Submit."

Or submit a written request:

- By fax: (858) 534-8527
- Or at either [Student Services location](#)

You will receive an emailed confirmation within one to two business days after your request is processed.

Transcript Request

Your transcript is the cumulative record of your entire academic history at UC San Diego Extension. Transcripts are not sent automatically, but official or unofficial transcripts are available upon request. For your protection, we cannot release your transcript or grades without a written request and your signature. **Please Note:** Records for courses taken prior to Sept. 15, 1967 are maintained on the UCLA campus.

How do I order a transcript?

Students must submit a [Transcript Request Form](#) along with full payment:

- By fax: (858)534-8527
- In person or mail to one of our [Student Services Location](#)

What are the fees for ordering transcripts?

Standard Processing: Official Transcript: \$17.00 per copy | Unofficial Transcript: \$5.00 per copy

****Standard orders are processed and mailed via standard USPS mail within seven business days after receipt of your transcript request form and payment.****

Rush Processing:

\$20.00 per copy in addition to any other fee(s)

****Rush orders are processed and mailed via standard USPS mail within one business day after the receipt of your transcript request form and payment.****

Fax Delivery:

Domestic Number: \$5.00 per copy in addition to any other fee (s)

International Number: \$10.00 per copy in addition to any other fee(s).

****Fax delivery to China is not currently available.****

Rush Shipping via FedEx:

\$35 additional charge for the first address | \$15 charge for each additional address in addition to any other fee(s).

**** FedEx orders are processed same-day when your request form is received by 2 PM PST. Transcripts are shipped via FedEx, and delivery time is usually overnight or 2-day delivery for the continental US.****

****FedEx will not deliver to a PO Box or military mailbox. Please provide a street address for FedEx delivery.****

Transcript Notarization: \$10.00 per signature in addition to any other fee(s)

I ordered my transcript, paid the fees, but the recipient has not received it. What do I do?

If your transcript is not delivered successfully, you must contact Student Services within 60 days from the date the transcript was mailed. Student Services will send one complimentary copy to the same delivery address. To request a replacement transcript after the 60 day window, you will need to submit a new transcript request form and pay any associated transcript fees. If the complimentary copy isn't delivered, you will be required to submit a new transcript request with a different delivery address and pay any associated transcript fees.

Certificate Audit Request

I have completed all my requirements for my certificate program. What is my next step?

Once you have completed all your certificate requirements, including successful completion of all the courses, you should request a Certificate Audit through [My Extension](#). You can also check your progress in your certificate through [My Extension](#), or by contacting Student Services at (858) 534-3400 or unex-certificate@ucsd.edu.

Why do I need to request an audit?

Think of requesting an audit like applying for graduation. When you submit your audit request, that alerts our certificate coordinator that you have completed your program requirements and are ready to receive your award.

How do I request my certificate audit?

To request a certificate audit, log in to [My Extension](#) and navigate to:

- "My Courses"
- "My Certificate Programs"
- "Request Certificate Audit"

If you have any special requests, like adding your middle name to your certificate or having it mailed to an address other than the one on file, please include them in the "Special Instructions" field.

How long will it take to receive my certificate?

Certificates are awarded after all final grades have been posted. Once you submit your certificate audit request, allow up to three weeks to receive your certificate in the mail.

What happens if I lose my certificate? Can I order a replacement certificate?

To replace a lost or damaged certificate, submit the [Certificate Replacement Request Form](#), along with your \$25 replacement fee (or \$10 for CE certificate replacement):

- By fax: (858) 246-1031
- In person or by mail at our University City Center [Student Services location](#)

Contact Us

We value you as one of our students and our staff is here to guide you throughout your program.

Is your question answered by the FAQ’s above? If not, please contact us:

- **By phone:** (858) 534-3400
- **By email:** unex-reg@ucsd.edu
- **In-person:** Either of our [Student Services Locations](#)

Visit our website: <https://extension.ucsd.edu/student-resources>

Or contact the Program Department for questions about the content, curriculum or scheduling for your certificate program:

Program Department	Phone	Email
Arts, Humanities, Language & Digital Arts	(858) 534-5760	ahl@ucsd.edu
Business & Leadership	(858) 534-8131	unexbusa@ucsd.edu
Data Analysis and Mathematics	(858) 534-9358	unex-techdata@ucsd.edu
Executive Programs & Corporate Education	(858) 534-9150	corped@ucsd.edu
Education	(858) 534-9286	unexeduc@ucsd.edu
English Language Institute & International Programs	(858) 534-6784	ipinfo@ucsd.edu
Environment and Sustainability	(858) 534-8139	unex-environmental@ucsd.edu
Global CONNECT™	(858)534-8638	globalconnect@ucsd.edu
Healthcare Behavioral Science	(858) 534-9262	unex-healthcare@ucsd.edu
Pre-College Programs & Academic Connections	(858)534-0804	K12@ucsd.edu
Law	(858) 534-8164	unexlaw@ucsd.edu
MAS Degrees	(858)534-9160	oaped@ucsd.edu
OSHA Training Institute	(800) 358-9206	oshatraining@ucsd.edu
Osher Lifelong Learning Institute	(858)534-3409	olli@ucsd.edu
Sciences	(858) 534-9353	unexbio@ucsd.edu
Technology	(858) 534-9152	infotech@ucsd.edu
UCSD TV	(858)534-7076	ucsdvtv@ucsd.edu

Not sure who to contact? Contact Student Services and we’ll be happy to help you, or at least direct you to the person who can.

We look forward to our educational relationship with you.

Thank you,

Student Services
 UC San Diego Extension
 Phone: (858)534-3400
 Email: unex-reg@ucsd.edu
<http://extension.ucsd.edu>