Frequently Asked Questions

1. Do I need to bring a laptop?
No, your course is offered in a computer lab. You will have a computer to use for the course.

2. What supplies should I bring to class?
Please bring a pen/pencil, paper/notebook and a memory stick/flash drive to save your work.

3. Do I get a certificate for completing one course?
No, you do not receive a certificate for completing one class. Certificates are granted for completing a required series of classes. If you need to show your grade to an employer for reimbursement please print an unofficial transcript.

4. How do I print an unofficial transcript?
You may print your unofficial transcripts or view your grades through MyMRU, mymru.ca. Follow the appropriate steps to ensure your account is active. Once you are logged in, click on the “Student Resources” tab then click on “Online Services” (under MRU Online Services box), “Student Records” then “Final Grades” or “Unofficial Academic Transcript”. Should you have difficulty, please call our ITS Service Desk at 403.440.6000.

5. I’m having trouble registering online. What should I do?
Please contact Continuing Education Registration directly at 403.440.3833. The Registration Department will assist you in registering for the course you are interested in.

6. Do you offer classes through online or distance learning?
At this time, all the classes in the Technology Area are classroom-based.

7. Do I need to purchase software for my course?
You will have a computer, with the required software, to use during class time. However, it is highly recommended that students in the Digital Graphic Design Extension Certificate and the Web Developer Extension Certificate purchase the software to complete homework assignments. Software is available to purchase at an excellent educational discount at the Mount Royal University Bookstore.

If you are taking a course that is less than one month in length Adobe has a free trial version of their software available at the following link.
8. **How do I purchase software through the Mount Royal University Bookstore?**

**How to purchase Adobe software:**
Students must go to the MRU BookStore's Customer Service counter in person to purchase or pre-order software under this program. Continuing Education students must bring a copy of their MRU course confirmation, issued to them by Continuing Education, and picture identification when they come to the store. **Continuing Education students are only able to purchase software up to the final day of the course** as specified on the confirmation. Due to Mount Royal University’s licensing agreement the BookStore is only allowed to sell software to students up to the final day of the course; they will make no exceptions for any reason with regard to date of purchase.

How to purchase Microsoft Office and Windows 7

**Microsoft Office and Windows 7 now available online only.** Go to the following link, scroll down to the bottom of the page and click on the image to purchase.

http://www.mtroyal.ca/CampusServices/CampusResources/BookStore/ClothingGifts/bkstr_microsoft_pricing.htm

If you have any questions about purchasing either Adobe software or Microsoft Office software please contact the Bookstore directly at 403.440.6300. Note: All software sales are final sales — no returns, refunds or exchanges.

9. **Do I need to take the prerequisite for the course?**

If a course has a **required** prerequisite you must complete the prerequisite before you will be allowed to register in the next course. If a course has a **recommended** prerequisite it is highly recommended that you take the prerequisite course. However, it is not required.

10. **I’ve taken a similar course at another post secondary institution. How do I apply for Previous Learning Assessment and Recognition?**

Please click the following link for more information about **Prior Learning Assessment and Recognition** (PLAR).

11. **Does this program qualify for student loan funding or Alberta Works Funding?**

At this time, this program does not qualify for student loans or Alberta Works Funding. If you would like to see which programs qualify for funding please contact the Skills Investment Office directly.

http://www.mtroyal.ca/Admission/MoneyMatters/SkillsInvestmentFunding/index.htm
http://www.mtroyal.ca/Admission/MoneyMatters/ContactUs/skillsInvestContact.htm