

Student Information

Courses and Instruction

Your course will be hosted on the University's Learning Management System (LMS), Canvas. Important note: your instructor may use other technology platforms to run the course, please check your syllabus or with your instructor.

- For more information about logging into Canvas and making sure your computer meets all the technical requirements, please visit: http://www.sjsu.edu/at/ec/canvas/student_resources/index.html
- For technical support while using Canvas, submit an iSupport ticket [here](#)

FAQ

- Read the Student FAQ at: <http://online.sjsu.edu/students/index.html>
- If your question is not on the Student FAQ, please contact High Demand Courses at online@sjsu.edu

Late drop/add – Office of the Registrar

- Student will **NOT be automatically dropped** (un-enrolled) from course(s) for non-payment. Student is responsible for officially dropping course(s).
- We do not recommend adding a course after the first week of instruction since these are 10-week courses you may contact the instructor of the class you are interested in adding.
- If the instructor approves your late registration, please complete the [Late Enrollment Request](#)
- If you need to drop a course, please complete the [Petition for Course Drop](#)

Refunds – Bursar's Office

- Payments can be made online, through your [MySJSU](#) account or in-person at the Bursar's Office, which is located in the Student Services Center (9th & San Fernando St)
- Refunds will be made according to the following schedule:
 - Prior to first day of the session – 100% refund
 - One (1) week into the session – 90% refund
 - No refund beyond the first week of the session
- Contact the Bursar's office for more information on payment and/or refunds – phone: 408.924.1601, email: bursar@sjsu.edu, or visit their webpage at <http://www.sjsu.edu/bursar/>

Financial Aid

- There is **limited** aid available to matriculated students who enroll in these courses. For those students who will be enrolled through Open University, there is no aid available.
- Visit the Financial Aid and Scholarship Office in the Student Services Center (SSC), located on the first floor of the 10th Street Parking Garage; on the corner of 9th and San Fernando Street, (408)283-7500 (press #6), or website: <http://www.sjsu.edu/faso>.

