



STUDENT SERVICES

2019-2020

COMPREHENSIVE GUIDE TO
Intellectual &
Developmental
Abilities

DSV
ALGONQUIN COLLEGE



Meet your AC support system!

**This brochure is
your personal guide
to Student Services.
These services are here
to ensure your time at
Algonquin is a success
— so don't be afraid to
reach out!**

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GOOD TO KNOW

Algonquin College Student Information System (ACSIS)

ACSIS, your online Algonquin College Student Portal, is the place to go for important information and services.

- Apply for a fee deferment
- Get your network ID and password information
- Apply for student bursaries
- Order your transcripts
- View timetable, grade, and Final Assessment Week information
- Find your locker
- Access Brightspace
- Drop/add/transfer courses
- Change course sections
- Select General Education electives
- Update your contact information
- Declare Continuing Education programs
- Register for online Graduate programs
- View and print your official tuition receipts (T2202A)
- Print your Confirmation of Enrolment Letter

Student Services is here to make your academic and social experience easier!

Explore the many services available to support you.

acsis.algonquincollege.com

Logging in is a snap! All you need is your **student number** and your **date of birth**.

GOOD TO KNOW

Your Financial Future

Paying for college can be hard, but we're here to help! Relieve your stress by visiting:

algonquincollege.com/financialaid

Here you will find information on:

Bursaries administered by the College

- What is a bursary
- How to apply
- How bursaries are awarded

Ontario Student Assistance Program (OSAP)

- How to apply
- Receiving funding
- Part-time funding information

Scholarships and awards

- Scholarships and awards available
- How to apply or get nominated
- How awards and scholarships are adjudicated

Budgeting

- Financial planning advice

For questions about financial aid, contact your Financial Aid Officer:
algonquincollege.com/financial-aid/contact-us

For questions about bursaries or student awards, please email:
bursaries@algonquincollege.com

GOOD TO KNOW

AC Way

Algonquin College has adapted Lean's founding principles of continuous improvement and respect for people and is our guide to empowering our employees to find solutions to everyday problems.

The AC Way Office works with employees across Algonquin College to find ways to improve their daily work. We collaborate with colleagues using a set of techniques to add value to the daily lives of students and employees. We believe that continuous improvement, no matter how small, is essential to sustaining our future.

The AC Way encourages our leaders to coach their employees. Empowering our employees gives them the confidence to make incremental changes for better and more productive work.

For students, continuous improvement across the College will positively influence their experience and move us closer toward transforming "...hopes and dreams into lifelong success".

The goals of the AC Way are to:

- Deliver results
- Increase capacity
- Set and measure progress to targets
- Celebrate achievements

Visit us in the Office of Business Process Review, Room C210, or online

algonquincollege.com/lean

DID YOU KNOW?

10 Things Student Services Can Do For You:

1 Offer advice on financing your education — including student grants and loans, scholarships, and bursaries.

(Financial Aid and Student Awards, page 8)

2 Provide academic accommodations and educational support if you have permanent or temporary disabilities.

(Centre for Accessible Learning, page 3)

3 Connect you to on and off campus volunteer opportunities.

(Volunteer Centre, page 21)

4 Provide a safe space to pursue the resolution of any College-related concern through a confidential, impartial, and independent process.

(Office of the Ombudsman, page 13)

5 Support your health and wellness through a wide range of medical services.

(Health Services, page 9)

6 Offer you professional tips for improving your resume and cover letter, as well as a variety of online resources for job searching.

(Employment Support Centre, page 7)

7 Provide a safe, quiet space to practise your faith, meet new friends, or discuss religion or spirituality.

(Spiritual Centre, page 18)

8 Elevate your college experience through a variety of free events — including workshops, outdoor activities, and speakers.

(The AC Hub, page 1)

9 Help boost your grades through one-on-one support on course-specific materials with a Peer Tutor.

(Peer Tutoring, page 14)

10 Offer you a place to discuss career indecision, relationships, cultural transition, depression, anxiety, or other issues that are concerning you.

(Counselling Services, page 6)

These are just a few of the services available to you! Read on to learn about what else Student Services can do for you.

AC Hub

The AC Hub is an inspiring, contemporary environment that fosters student wellness, collaboration, creativity, and opportunities. Devised as a one-stop access point for student engagement, the AC Hub encourages all students to become an integral part of the College's community.

The AC Hub offers mobile workstations and interactive pods to create a space that unleashes students' passions and ignites forward thinking. It enhances students' experience beyond the classroom by providing opportunities to be actively involved in campus life and the community through:

- Events, workshops, and wellness activities
- Speaker series
- Collaborative idea sharing
- Volunteer opportunities through the AC Hub Volunteer Centre
- Networking and leadership experiences
- AC Start and AC Day 1 (Orientation)

Aside from the physical location of the AC Hub (2nd Floor, Student Commons), there is also an AC Hub Satellite Desk (2nd Floor, ACCE/CA Building) and mobile desks across campus to provide info about College supports, services, activities, and events.

2nd Floor, Student Commons (E Building)

algonquincollege.com/achub



SERVICES

ASPIRE AC

ASPIRE AC provides support to help students get to college and stay in college. It offers a variety of services to students who face multiple barriers to getting their college credentials.

ASPIRE AC supports students at each step of their college journey – helping them access and transition to college, succeed in their classes, and find meaningful employment when they graduate.

At Algonquin, ASPIRE AC students have access to:

- Student Mentors who can help you tackle barriers and answer questions related to:
 - Submitting OSAP and bursary applications correctly and completely
 - Understanding GPA and what areas to concentrate on
 - Managing all assignments and responsibilities in one electronic calendar
 - Ensuring program software is loaded and working on electronic devices
 - Life coaching through personal concerns
 - Connecting with services in the College and community
- ASPIRE AC Job Coaches who provide guidance on workplace culture and expectations, so that students can get meaningful work and thrive in the workplace
- Digital resources created specifically for ASPIRE AC students
- Strengths and risks assessments, along with personalized meetings to plan for what these assessments reveal
- Student Ambassador support
- Generation Ideas seed funding
- Sponsored Peer Tutoring that allows students to access one-to-one tutoring for classes where they need extra academic help (this way, students can focus on their academics and not worry about funding the extra support)

Room E344 (Student Commons)

613.727.4723 ext. 6695

algonquincollege.com/aspireac



Centre for Accessible Learning

The Centre for Accessible Learning (CAL) provides access to academic accommodations, technology support, and other accessible learning services for students with disabilities applying to or attending Algonquin College. With over 15% of the student population registering for disability services, the CAL's mandate is to provide the necessary accommodations to equalize opportunities for students to meet their essential course or program requirements. All services are free, voluntary, and confidential (students must, however, self-identify in order to access the services). Services provided by the CAL include:

- Accessible print-based services
- Apprenticeship support services
- Assistive technology support
- Disability-related counselling
- Learning strategy support
- Letters of Accommodation (LOAs)
- Transition planning support

For more information about documentation and services, or to schedule an appointment, please visit the website or call.

**3rd Floor, Student Commons (E Building)
Check in at the Welcome Centre**

613.727.4723 ext. 7200 or TTY: 1.866.620.3845

CAL Test Services

CAL Test Services offers a quiet and safe writing environment for students registered with the CAL. Students who have a current LOA (which outlines the required accommodations), and who provide the LOA to their professors, can schedule their tests and exams in CAL Test Services.

Room E304e (Student Commons)

613.727.4723 ext. 6092 or TTY: 1.866.620.3845

algonquincollege.com/cal

Coaching Lab

The Student Learning Centre (SLC) Coaching Lab offers all Algonquin College students individual and small group coaching at no charge. Trained coaches provide support with an emphasis on empowering students — not “correcting” student work.

The Coaching Lab offers support in the following areas:

- Writing services: Grammar, formatting, citation, references, etc.
- English as a Second Language (ESL): Oral presentations, reading comprehension, written communication, etc.
- Computers: Microsoft, Windows, Mac, Adobe, HTML, College software, etc.
- Math drop-in: Basic math, essential math, quantitative methods, calculus, etc.
- Anatomy/physiology drop-in: Anatomy, physiology, and pathophysiology

To learn more or to book an appointment, please visit the SLC website.

Room C260 (DARE District)

613.727.4723 ext. 6661

algonquincollege.com/slc



Co-Curricular Record

A Co-Curricular Record (CCR) is an official record that recognizes a student’s Algonquin College affiliated volunteer and leadership experiences. Experiences are validated by the College, and the CCR is signed by the President of Algonquin College and the President of the Students’ Association. This non-academic record lists valuable transferable skills and is aligned with College Learning Outcomes that reflect the skills, personal growth, and individual knowledge gained through students’ experiences. It is a complementary document to a resume, as well as scholarship, bursary, or post-graduate program applications.

CCR activities fall under these categories:

- Athletics and recreation
- Community partnerships
- Education and outreach
- Leadership
- Professional development
- Student life

So how do you get started? Drop by the Volunteer Centre (E203) or email ccr@algonquincollege.com to learn more about your CCR.

Room E203 (Student Commons)

613.727.4723 ext. 5852

algonquincollege.com/ccr



Counselling Services

It's okay to feel not okay.

Counselling Services is dedicated to helping the students of Algonquin College:

- Overcome the many challenges of college
- Maintain their mental health and wellness
- Chart a fulfilling career path

The Counselling Services team is made up of qualified and experienced professionals who assist thousands of students every year.

Short-term therapeutic support is provided for issues such as:

- Symptoms of depression or anxiety
- Overwhelming stress
- Career and academic planning
- Study skills and time management
- Troubling relationships
- Trauma and grief
- Thoughts of suicide
- Self-esteem and assertiveness
- Addictive behaviours
- Transition and change
- Sexuality and gender concerns
- Cultural transition or adjustment

3rd Floor, Student Commons (E Building)
Check in at the Welcome Centre

613.727.4723 ext. 7200

[algonquincollege.com/
counselling](https://algonquincollege.com/counselling)



Employment Support Centre

The Employment Support Centre (ESC) provides job search coaching and resources to students and recent graduates. The ESC also helps employers post employment opportunities on HireAC, and hosts recruitment events on campus to help students connect with employers. Services offered to students include:

- Resume and cover letter coaching
- Interview preparation
- Networking tips
- Recruitment events and career fairs
- Job search strategies
- Labour market information resources
- AC Career Platform (an online, always-accessible centre for career-readiness skills and resources)

3rd Floor, Student Commons (E Building)
Check in at the Welcome Centre

613.727.4723 ext. 7200

[algonquincollege.com/
employment](https://algonquincollege.com/employment)



Financial Aid and Student Awards

There are different forms of financial assistance available to help finance students' post-secondary studies. Become familiar with OSAP, plus bursary and scholarship offerings. The team in Financial Aid and Student Awards is happy to offer information and answer any questions.

For help with financial aid, contact your Financial Aid Officer.

Student Central (Lower Level, DARE District)

613.727.0002

[algonquincollege.com/
financialaid](http://algonquincollege.com/financialaid)



Registrar's Office

The Registrar's Office provides assistance from the time students think about applying to Algonquin College, right through to graduation, and beyond. The following are available in the Registrar's Office:

- Admissions
- Program and course registrations
- Fees and payments
- Timetables
- Records and transcripts
- Convocation

Visit the Registrar's Office website for more information, including key dates and deadlines for the academic year.

Student Central (Lower Level, DARE District)

613.727.0002

askus@algonquincollege.com

algonquincollege.com/ro



Health Services

The doctor is in! Health Services provides professional, confidential medical services, geared towards the unique health needs of students and administered by caregivers sensitive to — and experienced with — individual health concerns. Physicians are often available by appointment. Registered Nurses provide assessment and treatment of minor illnesses or injuries. Health Services can provide virtually all the services expected from a family doctor or medical clinic, including:

- Allergy injections
- Birth control information and prescriptions
- Blood tests (confidential HIV testing available)
- Doctors' appointments
- Emergency treatment (accidents, illnesses)
- Flu shots
- Mental health appointments
- Pap tests
- Sexually Transmitted Infection (STI) testing
- Tuberculosis (TB) testing
- Treatment for headaches, colds, etc.
- Vaccinations (including Hepatitis B, tetanus, MMR – mumps/measles/rubella)

In cooperation with Counselling Services and the Centre for Accessible Learning, Health Services offers help with almost any physical or emotional problem a student may encounter.

Students must bring their student card along with proof of health insurance (OHIP or other provincial/international card). For most services, there is no direct cost to students who are covered by health insurance.

Drop by to see how these services can keep you healthy — inside and out!

Room C141 (C Building)

613.727.4723 ext. 7222

[algonquincollege.com/
healthservices](http://algonquincollege.com/healthservices)



Library

The Library offers students a one-stop shop of services, both online and on campus, and technology-enhanced study spaces. The following services are provided through the Library:

- 24/7 access to study space
- 24/7 access to digital resources, including:
 - Ebooks
 - Full text journals, magazines, and newspapers
 - Specialty digital resource collections containing statistics, business and industry profiles, Canadian case law, and more
 - Streaming videos and online software tutorials
- An easy central search platform
- Circulation of Library materials (books, DVDs, etc.)
- Intercampus and interlibrary loans
- Membership in the Sm@rtLibrary consortium to access other local libraries
- Laptop loans
- Access to computers, printers, and photocopiers
- Research assistance on site and through online chat
- Online subject guides
- Student workshops



[/ac_library](#)



[/algonquincollegelibrary](#)

Room C350 (DARE District)

613.727.4723 ext. 5834

algonquincollege.com/library

Library Learning Lab

The Library Learning Lab (LLL) is a space to develop and support digital literacy and foundational skills. Developing these skills helps students succeed in their classes.

These skills include:

- The research process, plagiarism, and Google search
- APA and IEEE citation, writing research papers, and presentation skills
- Math skills, fractions, and factoring
- Creating content using digital tools
- Faculty topics: Copyright and Library resources

Room C263 (DARE District)

613.727.4723 ext. 6661

algonquincollege.com/slc



Mamidosewin Centre

Mamidosewin means “gathering place” in the language of the Anishinaabe people. The Mamidosewin Centre provides a warm and welcoming environment for First Nations, Métis, and Inuit learners. It also offers a safe space for all learners to celebrate Indigenous culture through activities such as feasts, Elder visits, and ceremonies. The Mamidosewin Centre has a kitchen area available for students to use, and a large community area where they can engage with peers and guests. The Centre also provides Indigenous counselling services, and our Indigenous Pathfinder is available to connect learners with information and support for success in their education journey.

Room E122 (Student Commons)

613.727.4723 ext. 7186

[algonquincollege.com/
mamidosewin](https://algonquincollege.com/mamidosewin)



Office of the Ombudsman

The Office of the Ombudsman provides a safe space for students to seek advice, assistance, and pursue the resolution of any College-related concern through an independent, impartial, and confidential process. The Office of the Ombudsman does not advocate for either side of the parties involved in any matter. Through informal processes, the Office team seeks resolutions and reasonable outcomes that serve the interest of all parties. This, in turn, enriches the educational experience at the College. The Office of the Ombudsman is jointly funded by the Algonquin Students' Association and Algonquin College.

Room E112 (Student Commons)

613.727.4723 ext. 6835

ombuds@algonquincollege.com

algonquincollege.com/ombuds



Peer Tutoring

Peer Tutoring matches current students who are having academic difficulties with trained students for one-on-one tutoring. Peer Tutoring helps students with course-specific difficulties. The tutoring fee is \$8.00 per hour.

To become a tutor at Algonquin College, students must meet the following requirements:

- Be currently registered at the College
- Have completed the courses they will be tutoring with a minimum grade of B+
- Have a minimum GPA of 3.0 across their program
- Have a recommendation from an instructor

Room C259 (DARE District)

613.727.4723 ext. 6661

algonquincollege.com/slc



Presentation Studio

The Presentation Studio is a space where students can rehearse or record presentations. It is equipped with multimedia equipment and a movable green wall.

Students can use the Presentation Studio to:

- Practice presentations to gain confidence
- Rehearse in a group setting
- Record presentations to fine-tune delivery
- Record performances using a green screen

Students must book the room in advance on the Student Learning Centre (SLC) website. They can reserve the room for a maximum of two hours per day.

Room C262 (DARE District)

613.727.4723 ext. 6661

algonquincollege.com/slc



Project Lighthouse

Project Lighthouse is an Algonquin College initiative developed to shine a light on the topic of sexual violence and help students navigate healthy sexual relationships. Through compassion, education, and awareness, this initiative aims to prevent sexual violence at Algonquin College and connect survivors of sexual violence with support.

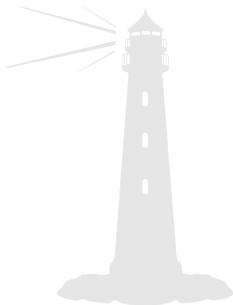
The Project Lighthouse website includes:

- Information about how Algonquin College defines sexual violence, and information about sexual assault, consent, and harassment
- Campus and community support resources for survivors of sexual violence for Ottawa, Perth, and Pembroke
- A guide for reporting incidents of sexual violence
- A listing of Algonquin events and programming designed to raise awareness and prevent sexual violence

If you have any questions about sexual violence prevention at Algonquin College, or Project Lighthouse, please email:

projectlighthouse@algonquincollege.com

[algonquincollege.com/
projectlighthouse](http://algonquincollege.com/projectlighthouse)



Recruitment Services

Student Recruitment offers a variety of services to engage and inform current and prospective students about Algonquin College programs and career options.

Student Recruitments engages prospective students by:

- Attending community events and career fairs for education, community or business organizations to reach large audiences of prospective students
- Presenting to high school students through interactive and educational presentations and answering students' questions
- Leading campus tours: Student Ambassadors lead individual and group tours of the College facilities
- Informing prospective students through webinars about programs at Algonquin College

Some Ottawa Campus Events include:

- Ottawa CIP
- Guidance Counsellor Forum
- Fall Open House
- Winter Open House
- March Break Info Sessions
- March Break Open House



For more information on Recruitment events at the Ottawa Campus, please contact Anne Kalil, Manager, Student Recruitment at kalila@algonquincollege.com or 613-727-4723 ext. 5463.

For more information about Perth Campus events, call 613-267-2859 ext. 5619.

For more information about Pembroke Campus events, call 613-735-4700 ext. 2760 and 2736.

[algonquincollege.com/
studentrecruitment](http://algonquincollege.com/studentrecruitment)

Spiritual Centre

The College's Spiritual Centre is a collaborative environment of positive spiritual and religious engagement, diversity, and respect. Located on the 2nd floor of the Student Commons, the Centre strives to serve, support, nurture, and celebrate the spiritual and religious well-being of all students in the College community. Within this space, students can practise their faith, receive spiritual counselling, meet new friends, and quietly reflect on their devotion.

Chaplains are regularly on site and are available to provide support in difficult times (loneliness, depression, family crisis, etc.). The Spiritual Centre also hosts group gatherings for social events, yoga, meals, meditation, discussion groups, and community service projects that serve to support the spiritual and religious well-being of the College community.

Room E211 (Student Commons)

613.727.4723 ext. 6456

[algonquincollege.com/
spiritual-centre](https://algonquincollege.com/spiritual-centre)



Test Centre

The Test Centre administers/proctors a variety of assessments including:

- Full-time admission assessments to prospective Algonquin College students who are seeking enrollment into an Algonquin College program
- Select certification assessments to enrolled Algonquin students
- Community assessment services for non-Algonquin students who require their assessments to be proctored (e.g. North American public and private institutions' distance education programs)

Computers are provided for each student in the Test Centre, but each space can also be used for paper-based testing.

Please note that testing sessions are conducted in three-hour blocks and that there is a fee to use this assessment service.

Student Central (Lower Level, DARE District)

613.727.4723 ext. 7079

[algonquincollege.com/
testcentre](https://algonquincollege.com/testcentre)



Umbrella Project

The AC Umbrella Project is creating a safer space on campus to discuss how the use of alcohol and other drugs impact students' lives, and focuses on helping students reduce any problematic effects they may experience. Throughout the year, the AC Umbrella Project provides workshops, classroom education sessions, awareness activities, and support services for students.

Explore the Umbrella Project's website for:

- Anonymous and confidential substance use self-assessments
- Strategies on how to reduce any unwanted risks when using alcohol and other drugs
- On-campus and off-campus resources
- Student SMART Recovery® meeting schedule (SMART Recovery® offers support to individuals who have chosen to change an addictive behaviour. All students welcome.)
- RainyDaze, an award-winning online harm reduction game

To book an appointment for a Harm Reduction Consultation, contact the Welcome Centre at 613.727.4723 ext. 7200, or stop by in person (3rd Floor, Student Commons).

algonquincollege.com/umbrellaproject



Volunteer Centre

Volunteerism is a primary passion at the AC Hub, which offers volunteer opportunities that cultivate valuable transferable and leadership skills, while also creating rewarding experiences. The AC Hub Volunteer Centre is an interactive space that connects students to on-campus and off-campus volunteer opportunities, both locally and globally. Through the Volunteer Centre, students can create their own path for volunteering, which is a great way to meet new people and learn more about themselves and their interests.

Key initiatives of the Volunteer Centre include:

- Community Projects
- Global Projects
- Co-Curricular Record
- Student Leadership Program
- Student Volunteer Gala

To get involved, check out the online Volunteer Database, which houses more than 100 volunteer opportunities, and sign up for the mailing list (in person or online) for exclusive event details and opportunities.

Room E203 (Student Commons)

613.727.4723 ext. 5852

algonquincollege.com/achub



Welcome Centre

The Welcome Centre is a personalized, central point of contact connecting students with three essential Student Services offered on campus: the Centre for Accessible Learning, Counselling Services, and the Employment Support Centre. Friendly, knowledgeable Student Services Representatives answer questions about the services and help students book or check in for appointments.

3rd Floor, Student Commons (E Building)

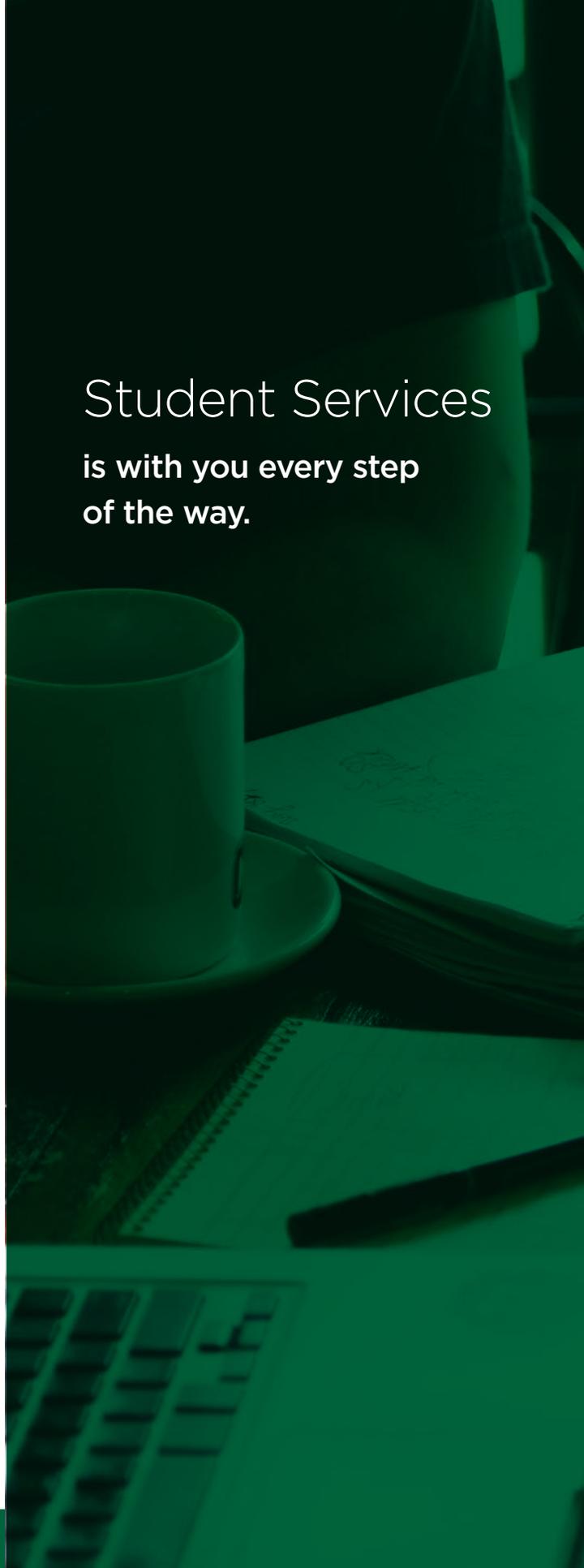
613.727.4723 ext. 7200

[algonquincollege.com/
welcomecentre](https://algonquincollege.com/welcomecentre)



Student Services

is with you every step
of the way.



Have questions?

Connect with us on
social media!



[/algonquinss](#)



[/algonquinss](#)



[/algonquincollegess](#)

Student Support Services

algonquincollege.com/sss

**Registrar's Office &
Financial Aid and Student Awards**

algonquincollege.com/ro

algonquincollege.com/financialaid

Recruitment Services

algonquincollege.com/

studentrecruitment/recruitment-services

ALGONQUIN | Student
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