

KEY MESSAGES TO STUDENTS

Here are a few things you should do:

- ✓ Login to your Student Portal ([ACSIS](#)) and check your schedule; your room location may have changed.
 - ✓ Attend regularly scheduled classes
 - ✓ Go to your classes to learn more about your fall semester recovery plan
 - ✓ Logon to your [LMS \(Blackboard\)](#) for Program and Course Updates and Information
 - ✓ AskUs@algonquincollege.com if you're not sure who to ask or where to go!
 - ✓ Continue to visit www.algonquincollege.com/strikeinfo for any post-strike information and updates.
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Registrar's Office & Financial Aid and Student Awards

Triaging Frontline Service

- Welcome Station has been converted to have 3 physical queues (to mitigate C150 lobby congestion)
- Staff "Ambassador" will be located in the lobby to triage wayfinding and expedite queuing and service.
- Dedicated Financial Aid windows and Fees Payment windows (dedicated service will shift with student demand).

Fees, Financial Aid & Refunds

Current policies and practices are in effect.

The Ministry will provide direction on any changes to refund policies or the Ontario Student Assistance Program (OSAP) as a result of the work stoppage. Any changes will be communicated to students via ACSIS (Student Portal) and other mediums.

As always, emergency bursaries are available for students experiencing unexpected financial need. Those students are encouraged to visit C150 (Registrar's Office) or contact bursaries@algonquincollege.com.

As always, exceptional refunds are considered on a case-by-case basis. Requests may be submitted via email to refundexception@algonquincollege.com

Ancillary Services

Overall

For all Ancillary Services, hours of operation will be adjusted as necessary to accommodate students. Where relevant, refunds will be backdated to October 15, 2017.

Overall students will not incur additional costs for parking, U-Pass, lockers, Residence related to extensions of the fall term.

Lockers

Should the work stoppage prompt changes to the academic calendar, Fall term locker rentals will still be valid at no additional charge to students for any additional time required. No locks will be cut or items removed.

Upon return to school, All fees for locker cuts will be waived following the work disruption. If your locker is due to expire in December, and you wish to keep the same locker for the Winter term, you can renew it before December 31st on ACSIS.

Parking

Go directly to parking – Information is evolving and there is a lot of moving parts. Please visit strike website general info, <http://www.algonquincollege.com/strikeinfo/>

Connections: The Campus Store/eText

A small rush is anticipated upon return to school. Hours of operation and staffing will be adjusted accordingly.

Any student requiring eText assistance can visit Connections at any time for support.

Mamidosewin Centre**Academic, Career, Personal Support:**

- Information on Indigenous bursaries, scholarships and other funding support
 - Workshops and individual support with study skills, time management, tutors
 - Career, academic or personal counselling
 - Indigenous employment support and job listings
 - Referrals to Indigenous services; internal and external (housing, counselling, employment etc.)
 - Cree School Board Liaison services
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Academic Referral Centre**Priorities:**

The purpose of the Academic Referral Centre is to provide information to students to guide them to the right person and place to help with their program related questions and concerns

How to Assist:

RO frontline staff will ask students a few triaging questions to determine if the student should be directed to the Academic Referral Centre (e.g. program of study related questions / concerns)

Academic Referral Centre volunteers will greet the student and have a conversation to determine the appropriate Faculty / School resource person and / or other College service departments

Location: Former AC Ignite – C151 (close proximity to the Registrar's Office frontline for referral ease)

Centre for Accessible Learning (CAL)

Priorities:

- Ensuring that those students who have not yet received a Letter of Accommodation (LOA) for Fall 2017 receive that letter. CAL will be reaching out to these students as soon as the labour disruption ends.
 - CAL Test Services will focus on:
 - Accommodating those students who have tests or exams as part of their courses.
- NOTE: Although the College has announced that there will be no tests scheduled within the first 3 days of the resumption of classes, CAL Test Services requires a minimum of 5 days to guarantee that they can administer an accommodated test.

How to Assist:

- All other students wishing to schedule a CAL appointment (including appointments with a CAL Learning Strategist) will be asked to either:
 - Use the CAL drop-in service through the SSS Welcome Centre (**3rd Floor, Student Commons**).
 - Schedule an appointment by calling the SSS Welcome Centre (**613-727-4723 ext. 7200**) or make an appointment in person (**3rd Floor, Student Commons**).
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Counselling Services

Priorities:

- Ensuring that those students who a) missed scheduled appointments or b) requested appointments with Counselling Services during the labour disruption are given priority access.
- Helping students address academic and mental health needs that have arisen due to the labour disruption.

How to Assist:

- Students who have missed appointments will be contacted by Counselling Services and offered new appointments, starting on the first day of the return to work.
 - All other students wishing to schedule an appointment with a Counsellor will be asked to schedule an appointment by calling the SSS Welcome Centre (**613-727-4723 ext. 7200**) or making an appointment in person (**3rd Floor, Student Commons**).
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Peer Tutoring/Student Learning Centre (SLC)

Priorities:

- The Peer Tutoring/Student Learning Centre kiosk in A148 will be open 7 days a week during the semester to provide student support for SLC and Peer Tutoring services.

How to Assist:

- Students can schedule appointments online for the SLC (algonquincollege.com/slc) and Peer Tutoring (algonquincollege.com/peer-tutoring).

All other services will be business as usual. Additional information can be found on the Student Support Services website (algonquincollege.com/sss).