



Quick Guide for **Student Success Online**

Alexander College, Burnaby, BC, Canada

Based on the Faculty Handbook for Online Teaching and Learning, written by Page Wolf,
College of Lake City, Grayslake, IL. Fall 2003

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Introduction

Welcome

Thank you for your interest in attending online courses at Alexander College (AC). As an institution of higher learning, AC is committed to reaching a diverse student body with a wide variety of courses and programs. Online courses and programs provide a great opportunity for students to enhance their learning through the convenience of courses taught in an asynchronous environment. Online delivery is especially helpful for individuals whose time constraints from work, family, disabilities or limited access to transportation, prevent them from being able to attend traditional classes on a regular basis.

About this Quick Guide

This quick guide is designed for students who are both currently learning using the Internet or are thinking about taking a fully online course in the future. It is intended as a guide and reference tool to help you understand the “ins and outs” of online learning at AC.

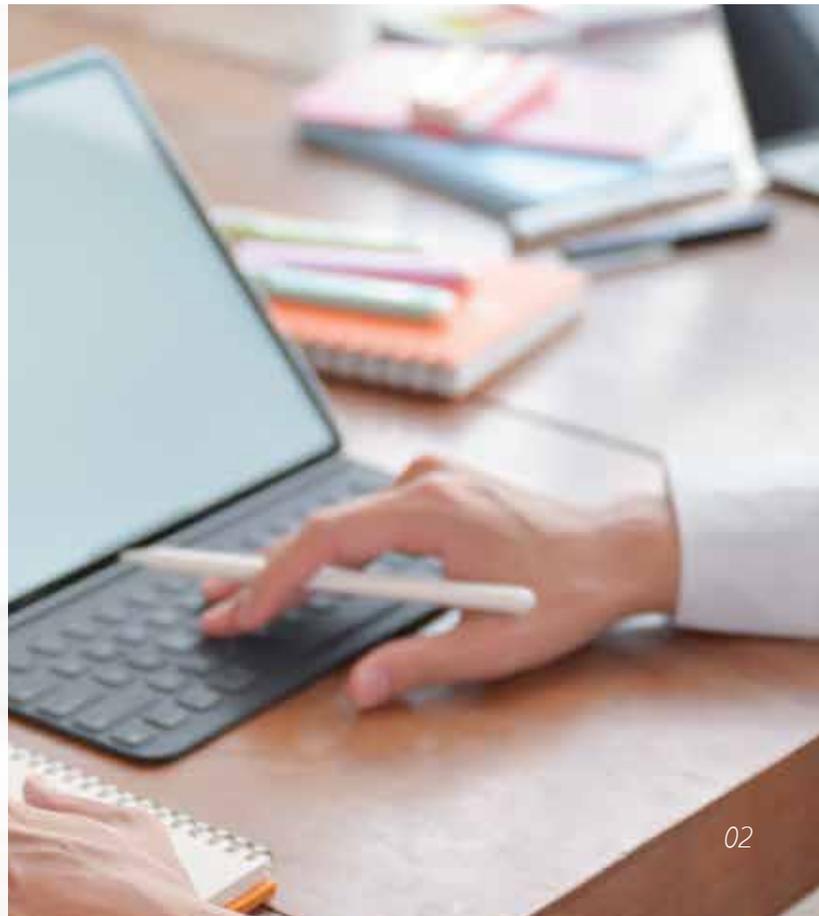
Our goals:

- To keep you informed of recommended procedures
- To provide answers to possible questions
- To offer insight into various services at AC for students learning online

The handbook is designed in a checklist format so that it is easy to find information and so you can track your development as an online learner.

AC's Distance Learning Philosophy

Alexander College is committed to providing quality teaching and learning in all of its programs. This commitment continues for online learning. The content of face-to-face and online courses should be equivalent. Access to support services such as library resources, tutoring and advising are available to all online students. Student feedback on course quality is gathered and reviewed for online courses to ensure student satisfaction. Technical support is provided by the College in the form of servers, Canvas, Zoom and our Canvas and IT Help Desks.



Being a Successful Online Student

Who Should Take Online Classes?

Students take online courses for a variety of reasons, and unfortunately, some students may not be fully aware of what an online course entails or if it is a method of instruction that would work well for them. If you are a student wondering if you should take an online course, consider the following:

1) Head to the AC Online Website for Details

www.alexandercollege.ca/programs-and-courses/online-learning/

2) Contact Academic Advising

Email: academicadvising@alexandercollege.ca

Telephone: 604-435-5815 (Press 3, then 2).

Video conferencing can also be arranged.

3) Participate in AC101, our online student orientation, with information designed specifically for Distance Learners

<https://alexandercollege.ca/student-success/ac-101/>

This free online orientation prepares students for taking courses online. The course will discuss topics including how to navigate Canvas (our learning management system), how to communicate online and to how to be a successful Distance Learner.

Questions that students need to consider:

Do you have a computer at home or regular access to a computer at another location?

Do you have access to a stable, high-speed internet connection?

Do you know how to send/receive E-mail?

Do you know how to send an attachment with E-mail?

Have you ever used a word processor like Microsoft Word?

How much time do you have to spend on an online course?

What learning style suits you best?

- Are you a Visual Learner? Learning best by reading, viewing pictures, charts, graphs.

- Are you an Auditory Learner? Learning best by hearing lectures, recordings, music?

Are you self-disciplined and self-motivated?

How important is social interaction in the classroom to you?

How well do you manage your time and stick to a schedule?

General Information About Online Courses

Definitions

Canvas: This is the web-based course management system used to develop and deliver courses at Alexander College. Distance learning courses will be delivered via Canvas. To access course content an internet connection is required.

Zoom: Zoom is a virtual meeting platform used at most academic institutions including Alexander College for certain aspects of your digital class. Depending on your course, you may or may not be required to complete your exams and / or assignments using Zoom.

BlueJeans: Like Zoom, BlueJeans is another virtual meeting platform used by various college administration. Depending on who need to contact, you may meet with staff via Zoom or BlueJeans.

Synchronous: These are traditional courses offered at a specific, scheduled date and time, whether in a virtual classroom or face-to-face classroom. Currently, Alexander College offers the majority of its online courses via Zoom virtual classrooms.

Asynchronous: These are fully online courses that do not have a regularly scheduled time for class meetings. Typically, students work through the material at their own pace while meeting pre-set deadlines for course assignments and end-dates. Asynchronous courses can still involve group work projects, so some assessments and learning activities will provide you with the opportunity to interact with fellow classmates as well as the instructor.

Blended: These courses offer students the opportunity to learn independently, while still meeting with classmates and the instructor at regularly scheduled times for group work, lectures, and or seminar style meetings. By taking an online, asynchronous class, you may be expected to arrange meetings with fellow students for the purposes of group projects.



Distance Learning: What to Expect from your Course

Course Delivery

Distance classes vary in terms of content, however all are conducted via the college's learning management software, Canvas, which can be accessed here: www.canvas.alexandercollege.ca/. Through this platform, you will access all of your course materials, including your syllabus, class modules, discussion forums, grades and more. You will also be able to communicate with your instructor through Canvas.

Course Content

Your Distance course's content will appear in a variety of forms depending on the discipline. Please be advised that you may encounter pre-recorded lectures from your instructor, video clips and links to external content, long passages and text delivered through course modules, external readings in the form of academic articles among other presentation of materials. These may also include open access textbooks for which your instructor will provide an internal link. There may also be an external text that you must purchase as part of the course – to see if your specific course has a required textbook, please visit www.alexandercollege.ca/bookstore/course-textbook-list-fall/.

Instructor Communication

Your course will be supervised by an Alexander College instructor who will oversee the course content, discussions and progress. Your instructor will provide you with weekly office hours which will be conducted over zoom or by phone at particular times of the day. For those of you who cannot reach your instructor, you can contact them by the email they provide in the course syllabus as well as through Canvas messaging. Response times will be anywhere between 24-48 hours.

Student Interactions

Depending on the course, you will have different expectations regarding classroom interaction. Although Distance courses are asynchronous, most contain some form of discussion forum for student interaction. All courses maintain an FAQ page monitored by your instructor where you may pose questions for the class. Consult your syllabus for each individual Distance course, however please be advised that you may encounter some or all of the following:

- Weekly live interactions with classmates, organized by your instructor
- Discussion forum postings
- Presentations, primarily recorded
- Other forms of classroom interaction

Assessment

Assessments for your Distance education course are similarly varied and depend upon your instructor, the content and the nature of the course. While most assessments are conducted asynchronously, for example in the form of deliverable essays and canvas quizzes that may be completed at various times throughout the semester, others will require you to be present during specified times – this is especially applicable for Final Examination periods.

If you cannot be present during a synchronous exam, please make sure to contact the Office of Student Affairs to arrange an exam deferral (contact information below).

Types of assessments you can expect from your Distance course include but are not limited to:

- Canvas Quizzes (timed and untimed)
- Take home essays
- Synchronous Zoom exams
- Graded discussion posts
- Recorded and uploaded presentations
- Midterm and Final Exams offered over a predetermined date / time range

It is important to note that while all Distance courses operate asynchronously, your assessments and submissions will have very specific due dates that must be adhered to over the course of the semester. If for some extenuating circumstance you cannot make these deadlines, please contact your instructor immediately.

Grades for your assignments will be posted by your instructor in your Canvas grade book in each Distance class.

Support Services for Distance Learners

Alexander College offers a wide range of support services for all of its Distance learners, and every attempt has been made to replicate the vast majority of services available to on-campus students.

Canvas Help Desk:

All Distance classes are delivered by Canvas. Canvas tutorials may be found at:

www.instructure.com/canvas/higher-education/platform

. If you are having difficulties navigating the software, you can contact Student Canvas Help and reach out to the Canvas Help Desk by phone at [604-558-6195](tel:604-558-6195) or email at canvashelp@alexandercollege.ca.

For more information, please visit

www.alexandercollege.ca/canvas/.

IT Helpdesk:

Alexander College is proud to offer Technical Support for your online classes. Studying online can be challenging for new students as Alexander College uses a range of software and platforms to deliver our courses.

If you are having trouble installing software or you are simply not sure how to format documents correctly, we are here to help. Students can contact the [IT Helpdesk](#) with basic troubleshooting questions about their computers and software issues. Hours of operation for IT services for students are Monday-Friday, 9:00 am- 5:00 pm PST. They can be reached by phone at [604-558-6198](tel:604-558-6198) or by email: ithelpdesk@alexandercollege.ca

Zoom and BlueJeans Support:

Depending on who you need to contact, you may meet with AC staff via Zoom or BlueJeans.

Not encountered either before? Not to worry, AC provides free and detailed training materials for both platforms. To find out more about Zoom, check out our Zoom help materials

(www.alexandercollege.ca/student-success/writing-and-learning-centre/zoom/) or contact zoomsupport@alexandercollege.ca.

To learn more about BlueJeans, click here:

www.alexandercollege.ca/student-success/writing-and-learning-centre/bluejeans-app/



Health & Wellness:

If you are experiencing emotional/health issues, please reach out to our free, confidential Health and Wellness counsellor. Student are provided with 10 sessions per academic year, and all conversations are completely anonymous. Full information about our services can be found here: <https://alexandercollege.ca/student-life/health-and-wellness/>. The counsellor can be reached by email at healthandwellness@alexandercollege.ca or by phone at [604-780-1799](tel:604-780-1799).

Mental health wellbeing services are also available to Distance students through My SSP app. This service provides free 24 hr counselling in students' first languages from anywhere in the world. You can learn more about the program or download the app from here: <https://alexandercollege.ca/student-life/myssp/>

Writing & Learning Centre:

Alexander College's Writing and Learning Centre provides virtual one on one tutoring for all subject areas. Distance students can book an appointment with one of our tutors via [WOnline](#), upload a draft and receive immediate feedback during regular College operating hours. The WLC also offers a wide range of academic skills workshops, including introduction to citation sessions as well as a number of academic help resources.

Unsure if you've cited your sources or paraphrased correctly? Struggling with your thesis statement? Unsure of the college policies surrounding plagiarism? Book an appointment with the WLC To find out more. Please visit www.alexandercollege.ca/student-success/writing-and-learning-centre for more information.

For students unable to meet with Alexander College staff during regular hours, students may also use the asynchronous writing support service **WriteAway**. WriteAway is an online tutoring service that supports students by providing personalized feedback on their writing. As a member of the WriteAway community, all Alexander College students can now submit their work 7 days a week, 24 hours a day and expect feedback within 48 hours from qualified tutors at other institutions across B.C. To submit your paper, please visit www.alexandercollege.ca/student-success/writing-and-learning-centre/writeaway/. Wait times do increase during busy periods, so be sure to submit your paper in advance!

Library:

The Alexander College Library serves as an information hub in which students can access a range of online databases, helpful 'How to Guides' and meet with Library staff for one on one research help appointments. To meet with Library staff, log in to [WOnline](#) and select schedule 09. Library Research Help.

Have a research question but don't want to book an appointment? No problem. Distance students can chat with a Librarian via [AskAway](#) and get help with topics such as finding materials, navigating databases, and evaluating sources. Stay connected to your AC community and up to date with the latest Library news by visiting the [AC Library Blog](#).

Alexander College subscribes to a significant collection of some of the world's best databases, ebooks and journal articles from around the world – you can access these at any time from home. Your database login instructions are:

Username: Your student number

Password: Your family/last name, *if you don't have a last name use "xxx"*

More comprehensive information on how Library can assist with your distance classes can be found on the AC Library website www.alexandercollege.ca/student-success/library/.



Student Services:

Student Services at Alexander College provides support for new student orientation, convocation, scholarships and peer mentorship for new and continuing students among other services. For Distance students, their primary means of assistance is in maintaining the comprehensive student guide to Alexander in AC 101, available here:

www.alexandercollege.ca/student-success/ac-101/. New and continuing students who successfully pass this course are eligible to receive a bonus participation point in every course they take during their time at AC.

For more information on how student services can be of assistance, please visit

www.alexandercollege.ca/student-success/student-services/.



Academic Advising:

Students who have questions regarding course planning for upcoming terms or transferability to other institutions can contact Academic Advising for one to one appointments in real time via Zoom. For those distance students who have difficulty meeting during regular college operating hours, you may seek advice by email at academicadvising@alexandercollege.ca.

For more information about our Academic Advising services, please visit

<https://alexandercollege.ca/admissions-and-registration/academic-advising/>.

Expectations of Distance Learners

Netiquette: How to Contact Your Instructor and Interact with Classmates

What is “Netiquette”?

Netiquette is short for “Network Etiquette”. It outlines the rules for interacting with others online in a considerate and respectful way. AC strives to create a safe and supportive environment and foster a sense of community within our faculty and all our students (including Distance Learners!) You should follow the below recommendations when interacting with any members of staff or your fellow classmates.

Email “Netiquette”

Email response times may vary depending on the recipient of your email. To minimise back and forth emailing or delays in resolving your issue, please follow all the below guidelines when sending emails.

Don’t forget to include your name, student number and course number for email correspondence

Without providing the recipient with this information, they may not be able to answer your question directly or give you specific information relevant to you. By including this information in your first email, you can avoid subsequent back and forth emails where you relay this information and have to wait for another response.

Use correct grammar and punctuation

Without doing so, it may be difficult for the recipient to understand your issue and may result in you waiting longer for your enquiry to be resolved or answered.

Create effective and appropriate “Subject Lines” for emails

A Subject Line should be a short and concise sentence or phrase that summarises your enquiry. Try to avoid writing your whole message in the subject line, as it may confuse and overload the recipient.

Tip: Email responses are often prioritised via wait time and not via the level of urgency. Including the word “Urgent” in the subject line will not result in a quicker response.

Proof-read emails before clicking send

It’s very easy to write out an email quickly, hit send and then realise you have forgotten to include certain information. At the end of each email, before you send, carefully review the contents.

Tip: Reading your email out loud can often reveal over loaded sentences, areas of confusion or missing information.

Only hit send when you feel confident your email has followed all the above steps.

Allow sufficient time to receive an answer

We understand it may be frustrating and you may want an answer right away, but please be patient and avoid sending multiple emails. With some exceptions, the majority of our staff and faculty do not work over the weekend, so please take this delay into consideration when expecting a response.

Discussion Forum “Netiquette”

Discussion forums are often used in courses to share ideas, increase student interaction or answer questions. When participating in discussion forums, please follow these guidelines:

Consider creating a new email address or reflect on whether your current address is appropriate

Many of us first create email addresses in our youth, tailor them towards our hobbies or interests, and do not consider the impression they may give in a professional setting. Begin post-secondary education with your best foot forward and ensure your email address is appropriate and suitable for a professional environment.

Use respectful language and avoid sarcasm

Please do not use any inappropriate or discriminatory language. Any students who do so will be reported for Behavioural Misconduct which can result in suspension or expulsion. Sharing our ideas takes confidence and may be difficult or a source of anxiety for some. Be sensitive, mindful and considerate of other’s feelings, and do not make fun of their responses. For more information on AC’s Misconduct policies, please click here

(<https://alexandercollege.ca/student-success/office-of-student-affairs/misconduct/>).

Use correct grammar, punctuation and avoid typing in all uppercase letters

Review and read your response out loud before posting. This can help you identify any spelling or grammar errors and any long, run on sentences. These posts are often assessed, or seen by your instructor, so impress them with your grammar and punctuation skills!



Do not re-state opinions or use other’s ideas; provide your own thoughts on the topic

Be original in your thinking! If you are struggling to come up with any ideas, make a mind-map or brainstorm, review any relevant reading or take some time alone and go for a walk.

Listen and understand other’s points of view – including perspectives which do not match yours!

As long as you are not using derogatory or discriminating language, every point of view is valid and listening to other people’s ideas and perspectives is an important skill to hone. Successful academic writing will consult a range of ideas and sources, so being able to assess a topic from a multitude of perspectives will come in handy when you are writing your assignments!

If someone asks a question and you know the answer, offer to help

Discussion forums are a great way to interact with your classmates and make friends. If you can help someone out, maybe by offering reading recommendations on a topic they have expressed interest in, send them a message – sharing is caring after all!

Thank those that help you online

Appreciate others for any tips or instances where they help you by expressing gratitude.

Further Reading

For more information on Netiquette, please read: www.blog.citl.mun.ca/instructionalresources/courses/netiquette/

For more information of how communications skills are a valuable asset to you, please read: www.straighterline.com/blog/effective-communication-skills-valuable-think/

Academic Conduct and Plagiarism Policies

As an educational institution providing academic preparation and university transfer courses recognized by other academic institutions, Alexander College is committed to maintaining the highest levels of academic integrity in all our courses, including Distance Learning. As a result, instances of academic conduct and academic dishonesty are taken very seriously, and the consequences may vary from a formal warning, suspension and expulsion. Summaries are below, but for a full list of conduct expectations, please visit:

www.alexandercollege.ca/student-success/office-of-student-affairs/misconduct/.

Behavioural Misconduct

Behavioural misconduct, for example acting in a way that interferes with the running of your course, injuring or harassing a person or damaging property, is dealt with on a case by case basis. Many of these behaviours are still relevant in the online environment of Distance Learning. Some examples include:

- Disrupting instructional activities either in person or online, including making it difficult to proceed with scheduled lectures, seminars, etc., and with examinations and tests.
- Communicating inappropriately in person or online, by email or otherwise with staff, students or faculty, including (but not limited to) grade bargaining, refusal to abide by college administrative decisions and / or any other persistent communication when asked to desist.
- Injuring or harassing a person in person or online, or damaging property in any way that demonstrates or results from hate, prejudice or bias against an individual or group based on race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor.
- Assaulting individuals in person or online, including conduct which leads to the physical or emotional injury of faculty, staff, students, or others at the College, or which threatens the physical or emotional well-being of faculty, staff, students, or others at the College.
- Committing any act contrary to the laws of British Columbia and/or Canada.

Academic Misconduct

Academic Misconduct refers to instances of plagiarism, cheating, falsification or misrepresentation. Students must act with Academic Integrity, meaning they must complete their own work and follow all the rules, regulations and policies set by AC.

Plagiarism

Plagiarism is that act of presenting someone else's work, research, or ideas as your own. Common examples include resubmitting someone else's assignment or parts of their assignment. Protecting your intellectual property is your responsibility. Likewise, if you purchase, sell or borrow any term papers, assignments, lab reports or research you are aiding and abetting acts of academic dishonesty and will receive an Academic Alert. More examples of plagiarism include:

Use of unauthorised materials

Using unauthorized materials such as non-academic resources, foreign language websites, translation software, paraphrasing software or doing outside research when not required by your instructor.

Poor paraphrasing and citation skills

Paraphrasing involves rewriting the original source using your own words. You must give the original author credit for their ideas and how to do so is dependent on the citation style required. Plagiarism occurs when a paraphrase is too similar to the original writing or the student has not given the original author credit for their ideas.

Unless directly instructed against doing so, students are encouraged to consult a range of academic sources in their assignments. However, when you do so, you must provide adequate citations which adhere to the specified citation style required by your instructor. If you are unsure of the citation style required, you are strongly encouraged to contact your instructor for clarification.

For more information on and help with citations, visit the Writing and Learning Centre or click here:

www.alexandercollege.ca/student-success/writing-and-learning-centre/

Consulting an unauthorized tutor

Academic Integrity involves producing your own work and coming up your own original ideas. We understand it may be tempting to get help from family members, friends, or housemates, but by doing so, you are at risk of receiving an Academic Alert for Plagiarism.



Cheating

Cheating involves breaking any of the rules listed by Alexander College. We encourage students to familiarize themselves with our exam rules as part of their exam preparation. These rules are in effect for both Midterms and Final exams. Examples of cheating in a virtual environment include:

For a full list of our exam rules, visit:

www.alexandercollege.ca/student-success/examinations/exam-rules/

Contract Cheating

Contract cheating involves the use of a third party to complete your assignments or exams on your behalf. This includes but is not limited to hiring/having someone else write your exam/assignment for you and/or using online/in person tutoring services without your instructor's permission. Students found to be engaging in contract cheating will receive an Academic Alert for exam rules infractions.

What happens if you are accused of Academic Misconduct?

You will receive an Academic Alert and a '0' for the assignment you plagiarized or exam you cheated on. This will cause you to receive a lower grade, by extension amount a lower GPA and may even cause you to fail the course. If your GPA is too low, there is a lower chance of getting into certain courses or transferring to universities/colleges.

Incurring an academic alert may have disastrous impacts on your immigration status as suspension or expulsion may impact your full-time student status. Students who receive an academic alert are encouraged to contact our Academic Advisor to evaluate their academic goals.

Academic Alert Process

First Academic Alert

If you receive an Academic Alert, you will be notified via Canvas. Next, a formal institutional email will be sent you which will outline the offense committed and the consequences. AC is passionate about student advocacy so you will be given 10 days to respond to the Academic Alert by providing any proof or justification that you did not plagiarize or cheat.

In the meantime, you are required to attend a Remediation Workshop to avoid suspension. If you do not register or show up for the Remediation Workshop, you will be suspended for one full term, which means you cannot register for or take courses.

Second Academic Alert

You will be notified about the Academic Alert and will be given 10 days to respond to the academic alert before you are officially suspended for one full term. This may have serious consequences on your student visa, so you might want to contact Immigrants, Refugees and Citizenship Canada with regards to your student visa and status.

Third Academic Alert

You will be contacted by the Office of Student Affairs and the Academic Committee regarding your expulsion from the college. A hearing will be held with yourself and the Director of Student Affairs at which you may present evidence on your behalf, however a third academic infraction will result in expulsion.

Type 2 Academic Alerts

Type II Academic Alerts are less serious and are given to students who have committed minor academic offences. If you receive a Type II alert, you are required to attend a Remediation Workshop as an opportunity for you to understand and learn from your errors. A Type II alert cannot be appealed as it does not go on your student record and does not affect your academic standing.

If you do not attend the Remediation Workshop, the Type II alert will be reverted to a Standard Academic Alert that carries the penalties, with suspension and expulsion as possible consequences.

What happens if I disagree with the Academic Alert?

If you wish to appeal the alert, you must do so within 10 calendar days of receiving the notification from the Writing & Learning Centre. Please visit the Office of Student Affairs to learn about the academic appeal process (www.alexandercollege.ca/student-success/office-of-student-affairs/academic-appeal/).

How to avoid an Academic Alert: Authorised Tutors and Support Services

By avoiding all the above, doing your own work, and citing ANY research, ideas or information that does not belong to you. Learning skills like proper paraphrasing/summarizing, citing correctly, citing as you write will also help you avoid plagiarism. If you do require help with any assignments, research or would like personalised feedback on your paper, you are encouraged to seek support from these free services:

1. **Your Instructor** - meet with them via their designated office hours to ask questions regarding the assignment and their expectations
2. **WLC** – book an appointment with an authorised tutor to learn more about citations, exam preparation and improving academic skills
3. **WriteAway** – receive personalised feedback on your assignment from authorised tutors
4. **Library** – get help navigating library databases and find academic resources for your assignments

AC understands that students may be facing adverse difficulties or personal issues, and as a result may be tempted to commit Academic Misconduct. If you are feeling stressed or struggling with time management, please meet with our AC student counsellor. For more information, check out our breakdown of support services on page 7.

Budgeting your Time to Prepare and Participate in Online Courses

Time management is a very practical and necessary skill to have when participating in a distance class. There is a lot of research in this area, however some quick advice is:

- Do not overburden yourself with school and work and other life tasks. Re-consider how many courses you want to take
- Find ways to avoid procrastination throughout the term and stay motivated
- Set yourself goals for the term (e.g. a grade you want to achieve)
- Write up a weekly schedule; establish a routine (e.g. Mondays 10am-11.30 homework Hist101; Tuesdays 12-2pm ENG100, etc.); reserve ca. 3 hours of class time and 6 hours of study time per class (=9hours)
- Set specific start dates to work on assignments (e.g. two weeks prior to the due date)
- Stick to your plan, but also be flexible, if adjustment need to be made

Information Literacy Processes required

To succeed in your distance learning course, you will need to familiarise yourself with the following processes:

- Using Microsoft Word and/or other applications – many valuable presentations will be available in the WLC. Please visit their pages for asynchronous content.
- Formatting your academic papers & citations - www.canvas.alexandercollege.ca/courses/4. Citations workshops and quizzes may be made available through your canvas courses.
- How to take online quizzes & how to upload assignments on Canvas. This information will be part of your course syllabus.
- Participating in online discussion boards. Instructions will be provided on your course's FAQ page where you can interact with your course supervisor if you have any questions.

Student Advocacy and Appeals

The Office of Student Affairs at Alexander College is designed to uphold and enforce the various policies and processes in place at the College as they relate to students and to advocate for students when they need help.

This means, in broad terms, assisting students encountering a barrier to their studies by reviewing exceptional circumstances at the level of the individual – this may arise in terms of appeals, accommodations, accessibility, complaints, and various other student interactions across departments within Alexander. In upholding policy, The Office of Student Affairs is also the touchstone for student conduct, both behavioural and Academic, and through the Director of Student Affairs coordinates, when necessary, suspensions and expulsions to that end. All student appeal forms are available here: www.alexandercollege.ca/student-success/office-of-student-affairs/. These include:

Grade Appeal – if you disagree (with reason and evidence) with your final grade

Academic Alert Appeal – if you feel that you have been wrongly accused of cheating

Accommodation Request – if you have any difference of ability that requires extra support

Bereavement / Compassionate Leave – if you need to take time away for a personal loss

Complaints – if you feel something is not up to standard at the college and would like action

Exam Deferrals – if you cannot make your scheduled exam time

www.alexandercollege.ca



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