

ALEXANDER

COLLEGE

STUDENT

HANDBOOK



ALEXANDERCOLLEGE.CA
SPRING 2022 EDITION

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STUDENT HANDBOOK

EDITION: SPRING 2022



ALEXANDERCOLLEGE.CA

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WELCOME TO

ALEXANDER COLLEGE



Congratulations on your acceptance at Alexander College!

We look forward to helping you meet your educational goals, and we hope that your time of study at Alexander College will help you to establish a firm foundation for the future.

At Alexander College you will join a diverse student population of over 2500 students representing many countries from around the world. Students come to us for our positive study atmosphere, friendly environment, and dedicated instructors and staff. We accept many students who are new to Canada and many for whom the English language and North American culture are a challenge.

Alexander College's small class sizes and commitment to individualized services will ensure that you receive the guidance you need to be successful in your studies and confident in your future.

MISSION STATEMENT & GOALS

Alexander College strives for excellence in higher education for students from many cultural backgrounds and language abilities by providing internationally recognized university transfer courses and degree programs, individual support services, and campus activities to foster local and global community engagement.

1

Provide a supportive learning environment for students with many cultural backgrounds and language abilities.

2

Offer internationally recognized university transfer courses and degree programs.

3

Support individual growth and development through academic achievement and community engagement, preparing students for future studies and careers.



SEMESTER RESOURCES

ACADEMIC CALENDAR

The Academic Calendar is the College's guide to admissions, registration, programs, student services, student life, policy and procedure, and important dates and deadlines.

[Link to Academic Calendar](#)

SEMESTER SCHEDULE

Find class times, dates, and delivery methods for all courses in a current or upcoming term.

[Link to Semester Schedule](#)

YOUR CLASS TIMETABLE

It's important to know how to read your class timetable. Please check the indicated class dates and times listed on your MyAC account. All times are listed in Pacific Standard Time (PST). Make sure you know what format your courses are being delivered (e.g., online, virtual, face-to-face, etc.)

IMPORTANT DATES

[Link to All Important Dates](#)

Spring 2022

New Student Orientation

April 27, 2022

April 28, 2022

Welcome Week

May 2-6, 2022

First Day of Classes

May 2, 2022

Last Day to Register for Courses

May 6, 2022

Victoria Day

May 23 2022, No Classes

Last Day of Classes

June 29, 2022

Final Examination Period

June 30-July 8, 2022

HELLO! ARE YOU A

NEW STUDENT AT AC?

TAKE A LOOK AT OUR NEW STUDENT CHECKLIST!

Read through the following items to set yourself up for success in your first semester!

Before Classes Begin

- ☐ Sign into your [MyAC account](#) to update your profile and contact information, check your course registration, etc.
- ☐ Sign into your [Canvas account](#) to see your course material
- ☐ Register for [Virtual New Student Orientation](#)
- ☐ Check [Important Dates and Deadlines](#) for the upcoming semester
- ☐ Download [Zoom](#)

Your First Month

- ☐ Take a look through [AC 101](#) to learn about the free campus resources
- ☐ Get your [Student ID Card](#)
- ☐ Follow [@alexandercollege](#) on Instagram to stay connected

SPRING ORIENTATION INFORMATION

New Student Orientation will be held in-person, on campus on April 27 and 28

Learn more about the exciting events we have in store for you here:

[Visit the Website](#) | [Register For the Event](#)

For more information please contact the Student Engagement Unit:
studentengagement@alexandercollege.ca



STUDENT ACCOUNTS

STUDENT ID CARD

Students must have a Student ID to be eligible to write exams.

Students can receive their student ID by visiting the AC Library and bringing a government-issued photo ID (eg. passport, Canadian driver's license, BC ID, Permanent Residency Card). Students with entirely virtual exams will need to have a verified photo in their MyAC profile; to learn the steps for submitting, please connect with our AC Library team or visit the [AC Website](#).

MYAC

MyAC is the student information system. With the MyAC Student Portal you are able to:

- View your current course timetable
- Connect to your Zoom classes
- Find your assigned registration date
- Access course registration
- View grades
- Order official documents
- Update your contact information
- Book placement tests and view results
- And more!

CANVAS

Canvas is a digital platform that connects students and instructors. With Canvas you can:

- Access your course material
- Submit assignments
- View your grades
- Contact your instructor
- Join course discussions
- Take course tests and quizzes
- Take online examinations
- View important course announcements
- And more!

LOGGING IN TO MYAC

[Connect to MyAC](#)

Username: Your 8 digit Student ID Number
(ex. 1012XXXX)

Password: Emailed to you by Alexander College with your Welcome Package

Need help?

Email the Office of the Registrar for a password reset or general MyAC questions

studentrecords@alexandercollege.ca

LOGGING IN TO CANVAS

[Connect to Canvas](#)

Username: Your 8 digit Student ID Number
(ex. 1012XXXX)

Password: Your date of birth
(YYYYMMDD)

Need help?

Email our Canvas Help team for trouble logging in or general assistance

canvashelp@alexandercollege.ca

IMPORTANT POLICIES!

For a list of more Policies, please see the Academic Calendar

MEDICAL INSURANCE

Proof of valid medical insurance coverage is required for all students at Alexander College. Without valid medical insurance, students are not able to register for courses.

Students may choose to enrol with BC Medical Services Plan (MSP) after 90 days in Canada, or alternatively may enrol with a private insurance provider (e.g., Guard.me)

For assistance with MSP or private medical insurance enrolment, visit the Registrar and Enrolment Services Counter at ACB or email registration@alexandercollege.ca

FULL TIME ENROLMENT STATUS

Full-time status requires one of the following:

Fall, Winter, or Spring term

- 3 or more university transfer level courses; or
 - UPRE 099; or
 - ENGL 098 plus one university transfer level course; or
 - ENGL 099 plus one university transfer level course.
- Note: At both the ENGL 098 and ENGL 099 levels, students are encouraged to apply their language skills practically in an academic course. Although there is a difference in the number of course hours (ENGL 098 is 15 hours per week, while ENGL 099 is 10 hours per week), both course combinations sufficiently provide the baseline of required hours for what is considered full-time.

Summer Intensive term

- 2 or more university transfer level courses

*UPRE and EAP are not offered during Summer Intensive due to the shortened term length.

Summer Intensive term is considered a regularly scheduled break. Read more about study authorization and scheduled breaks on the Alexander College website here:

<https://alexandercollege.ca/admissions-and-registration/study-authorization-and-breaks/>

PRIVACY

Alexander College is committed to using the personal information we collect in accordance with the Personal Information Protection Act (PIPA). College records are created and maintained to ensure appropriate documentation of operating activities, and to meet operational, legal, regulatory and fiscal requirements and in accordance with the Personal Information Protection Act (PIPA) in order to protect personal information. Students may access their own records, but access by others is restricted. To give consent, please complete a "Consent to Release Student Grades" form, available from the Office of the Registrar.

EMERGENCY PROCEDURES

Alexander College is committed to maintaining the safety and security of staff, faculty, and students, and staff certified in First Aid are on site at all times. Detailed information on emergency preparedness and procedures for various types of emergencies are available from the reception desk.

CODE OF CONDUCT

Students are expected to conform to college standards in terms of behaviour, and failure to do so results in a misconduct report filed against the student which can have different types of consequences. There are generally two types of misconduct: Academic Misconduct and Behavioural Misconduct.

Academic Misconduct

Ignorance of the appropriate standard of academic honesty is not acceptable as a defence to an allegation of Academic Misconduct. Academic Misconduct that is subject to penalty includes, but is not limited to, the following:

1. Plagiarism.
2. Cheating.
3. Submitting the same, or substantially the same, essay, presentation, or assignment more than once.
4. Impersonating a candidate.
5. Submitting false records or information.
6. Falsifying or submitting false documents.
7. Attempting to engage in, or assisting others to engage in Academic Misconduct.

Non-Academic Misconduct

Ignorance of the appropriate standard of behaviour is not acceptable as a defence to an allegation of Non-Academic Misconduct. Non-Academic Misconduct that is subject to Disciplinary Measures includes, but is not limited to, the following:

1. Disrupting instructional activities.
2. Damaging, removing, or making unauthorized use of college property.
3. Injuring or harassing.
4. Assault.
5. Threatening or intimidating

[Read more on Misconduct](#)

PLAGIARISM

Plagiarism involves using someone else's ideas, words or thoughts and presenting them as your own.

Understand that plagiarism is not always intentional. If you forget to cite, this is also plagiarism. An easy way to avoid getting in trouble is to cite your sources as you write.

The consequences of plagiarism or cheating can be very severe. You will get an [Academic Alert](#), which may get you suspended or expelled.

Students who are uncertain as to what constitutes plagiarism should consult their instructor before handing in any assignments. Students may also consult the **Writing and Learning Centre** for [proper citation methods](#).

APPEAL PROCESSES

All students are able to appeal institutional policies/grades/decisions if they believe they can provide evidence to support their claim. The form, together with attached evidence, must be submitted in a timely manner to ensure your appeal is reviewed. Appeal forms without evidence will be denied automatically.

Below are the following Appeal Forms:

[Academic Appeal](#)
[Grade Appeal](#)
[Attendance Appeal](#)
[Admissions Appeal](#)
[Course Registration Appeal](#)
[Late Withdrawal Appeal](#)
[Student Records Appeal](#)
[Academic Standing Appeal](#)
[Transfer Credit Appeal](#)
[Graduation Appeal](#)

ACADEMIC STANDING

Academic standing is recalculated four times per year, following the release of final grades at the end of each term.

Good Academic Standing

A student is considered to be in good academic standing when their cumulative GPA is above or equal to a minimum of 1.50 and they are not under Academic Alert, Probation, or Suspension.

Academic Warning

A student receives an Academic Warning if the College has any reason to be concerned about the student's academic performance during the term. All students who have a term ending with a GPA of less than 1.50 are placed on Academic Warning.

Academic Probation

Academic Probation is a caution to students indicating that their academic standing at the College is in jeopardy. Students are placed on Academic Probation for the following reasons:

- Poor attendance
- Term GPA below 1.50
- Academic Misconduct
- Initial Probation. Students who are admitted under our "Provisional Admission policy" start their studies on Academic Probation

Students are not subject to academic probation until they have attempted at least 15 credits or equivalent credit hours of academic coursework. A student on academic probation may not attempt more than 10 credits in a single term. Academic Probation is lifted and the student is returned to "Good Academic Standing" when the student has successfully completed the following term with a term GPA of at least 1.50.

Academic Suspension

A student who meets the requirements for Academic Probation who is already on Academic Probation is normally suspended.

REINSTATEMENT

Students on Academic Suspension may be reinstated to good academic standing in one of two ways:

- Students on Academic Suspension are invited to take UPRE 099 - University Preparation.
 - Pass UPRE 099 to be readmitted to Good Academic Standing
 - Fail UPRE 099 and continue on Academic Suspension
- Students on Academic Suspension who successfully complete 9 or more credits of transferrable coursework at another BCCAT member institution, subsequent to the suspension period, and with a term GPA of 1.50 in at least 9 credits, will be readmitted to the College with good academic standing.

Students who are readmitted to the College are readmitted in good academic standing.

For more information, please contact the **Office of the Registrar:**

studentrecords@alexandercollege.ca



CAMPUS RESOURCES

ADMISSIONS

CONTACT INFORMATION



admissions@alexandercollege.ca
placementtesting@alexandercollege.ca
financialaid@alexandercollege.ca



604-435-5815, Press 1 then Press 2



[Admissions Requirements Webpage](#)
[Placement Testing Webpage](#)
[Financial Aid Webpage](#)



Office Hours
Monday - Friday: 9:00am to 4:30pm PST

BOOK AN APPOINTMENT



Email or phone for assistance
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

SERVICES

The Admissions Unit assists and supports students with services related to Admission.

Admissions services offered:

- Coordinates Assessment Testing services, including English and Math placement testing.
- Offers Financial Aid Services (Student Aid BC)
- [Placement Testing and Financial Aid workshops for students](#)

COURSE REGISTRATION

CONTACT INFORMATION



registration@alexandercollege.ca



604-435-5815, Press 1 then Press 3



[Course Registration Webpage](#)
[Term Course Schedule Webpage](#)
[Study Authorization and Breaks Information](#)
[Medical Insurance Information](#)



Office Hours
Monday - Friday: 9:00am to 4:30pm PST

BOOK AN APPOINTMENT



Email or phone for assistance
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

SERVICES

The Course Registration Unit assists and supports students with services related to course registration.

Course Registration services offered:

- Front counter assistance with registration-related questions (e.g., course eligibility, waiting lists, etc.)
- Assistance with course registration processes (e.g., adding, changing, or dropping a course) and registration-related appeals
- Notifications to students regarding course schedule changes or cancellations
- [Course Registration workshops for students](#)

CAMPUS RESOURCES



CONTACT INFORMATION



graduation@alexandercollege.ca



604-435-5815, Press 1 then:
Press 6 for Graduation



[Graduation Webpage](#)
[Convocation Ceremony Information](#)



Office Hours
Monday - Friday: 9:00am to 4:30pm PST

BOOK AN APPOINTMENT



Email to set up a Virtual Appointment
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB



CONTACT INFORMATION



studentrecords@alexandercollege.ca



604-435-5815, Press 1 then:
Press 4 for Student Records



[Student Records Webpage](#)



Office Hours
Monday - Friday: 9:00am to 4:30pm PST

BOOK AN APPOINTMENT



Email or phone for assistance
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

SERVICES

The Graduation Unit assists and supports students applying for graduation from Alexander College. Graduation services offered:

- Information about requirements for graduation
- 1:1 appointments to review graduation eligibility, and support with the Application for Graduation process
- Issuing of graduation package (e.g., degree parchment, letters and transcripts)
- [Graduation workshops for students](#)

SERVICES

Student Records services offered:

- Front counter assistance with document order pick-up (e.g., transcript)
- Assistance with official document submission (e.g., transcript, test scores, etc.) and return of irreplaceable documents
- Assistance with authorizing another person to access your record
- Personal or contact information changes, status changes, or program changes
- Assistance with or questions about understanding academic standing
- [Student Records workshops for students](#)


CAMPUS RESOURCES

TRANSFER CREDIT


ACADEMIC ADVISING

CONTACT INFORMATION


 transfercredit@alexandercollege.ca

 604-435-5815, Press 1 then:
Press 6 for Transfer Credit

 [Transfer Credit Webpage](#)


 **Office Hours**
Monday - Friday: 9:00am to 4:30pm PST

BOOK AN APPOINTMENT


 Email to set up a Virtual Appointment
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

CONTACT INFORMATION


 academicadvising@alexandercollege.ca

 604-435-5815, Press 1 then:
Press 5 for Academic Advising

 [Academic Advising Webpage](#)

 **Office Hours**
Monday - Friday: 9:00am to 5:00pm PST

BOOK AN APPOINTMENT

 [Book an Appointment Here](#)
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

SERVICES

The Transfer Credit Unit assists and supports students with services related to their transferring credit.

Transfer Credit services offered:

- Front counter assistance transfer credit inquiries (e.g., transferability of courses to AC, instructions and processing times)
- Assistance with the transfer credit request process
- [Transfer Credit workshops for students](#)

SERVICES

Academic Advising Services offered:


- Create Education Plans using Program Planning Worksheets
- Explaining Degree Requirements
- Course Selection Assistance
- Calculate Program GPA
- Provide Information on University Transfer Requirements
- Assist with University Applications when Transferring to Other Institutions
- Provide Academic Advising Workshops
- Conduct Meetings with Students


CAMPUS RESOURCES

ENROLMENT SERVICES


CONTACT INFORMATION

 info@alexandercollege.ca

 604-435-5815, Press 1 then:
Press 7 for Enrolment Services

 **Office Hours**
Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT

 Email to set up a Virtual Appointment
For In-Person, visit the Registrar and
Enrolment Services Counter at ACB

SERVICES


Enrolment Services offered:

- Assistance in 17 languages, including: Punjabi, Hindi, Mandarin, Korean, Japanese, Spanish, Russian, Vietnamese and many more!
- Help Students Navigate Entrance Programs to ensure the right fit
- Provides advice to prospective students and coordinates application to the College.


LIBRARY

CONTACT INFORMATION


 library@alexandercollege.ca

 604-435-5815, Press 5

 [Library Webpage](#)

 **Office Hours**
Monday - Thursday: 8:00am to 9:00pm PST,
Fridays 8:00 am - 6:00 pm PST

BOOK AN APPOINTMENT

 [Book an Appointment Here](#)
Book in-person and virtual one-on-one
research appointments using the Library
research help schedule(s).

SERVICES

Library Services offered:

- [Borrowing Books](#)
- [Other Borrowing Services](#)
- [Digital Collections](#)
- [1:1 Research Appointments](#)
- [AskAway](#)

Other Services offered:

- [Computer Access](#)
- [Printing and Scanning](#)
- [Booking Study Rooms](#)
- [Student ID Cards](#)

CAMPUS RESOURCES

STUDENT ADVOCACY

CONTACT INFORMATION



studentadvocacy@alexandercollege.ca



604-435-5815, Press 6 then:
Press 3 for Student Advocacy



[Student Advocacy Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT



Email to connect with a Student Advocacy Officer. Appointments are available if further information is required.

STUDENT ENGAGEMENT

CONTACT INFORMATION



studentengagement@alexandercollege.ca



604-435-5815, Press 6, then:
Press 4 for Student Engagement



[Student Engagement Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT



Email to set up a Virtual Appointment
For In-Person Appointments, visit the Student Affairs Check-In Window in the ACB Library

SERVICES

Student advocacy is designed to uphold and enforce the various policies and processes and to advocate for students when they need help.

Services Offered:

- [Academic Appeals](#)
- [Accommodations](#)
- [Attendance Appeals](#)
- [Bereavement](#)
- [Complaints](#)
- [Exam Deferrals](#)
- [Grade Appeals](#)
- [Student Misconduct](#)

SERVICES

The Student Engagement unit oversees various events, programs and opportunities designed to support our student population. This may include social, cultural or academic support initiatives that are designed to increase the students' possibility of success.

Services offered:

- [New Student Orientation](#)
- [Convocation Ceremony](#)
- [AC 101](#)
- [Peer Mentorship](#)
- [Scholarships](#)
- [Focus Groups](#)

CAMPUS RESOURCES



STUDENT FINANCIAL SERVICES

CONTACT INFORMATION



studentfinancialservices@alexandercollege.ca



604-435-5815, Press 2



[Student Financial Services Webpage](#)



Office Hours

Monday - Friday: 9:00am to 5:00pm PST

BOOK AN APPOINTMENT



Email to connect with Student Financial Services or visit them in the Bookstore (Room 200) at the ACB Campus.



WRITING & LEARNING CENTRE

CONTACT INFORMATION



wlc@alexandercollege.ca



604-435-5815, Press 4



[Writing & Learning Centre Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm

Select online appointments available 8:30am-9:00pm PST

BOOK AN APPOINTMENT



[Book an Appointment Here](#)

For In-Person Appointments, visit the Writing and Learning Centre (Room 273) at the ACB Campus.

SERVICES

Services offered:

- Pay Tuition Fees
- Purchase Course Textbooks
- Process Student Tax Forms
- Process Tuition Refunds
- Pay Outstanding/Overdue Payments such as Library Fines, Student Association Fees, Graduation Fees, etc.

View the Textbook list for this semester:

[Winter 2022 Textbook List](#)

Learn How to Pay Tuition Fees:

[How to Pay Tuition](#)

SERVICES

The WLC provides one on one tutoring to current AC students for all courses offered at the College. Our goal is to help students develop their core academic skills to be able to apply them across all disciplines.

Services offered:

- [Software Skills](#)
- [Citation Help](#)
- [Subject Specific Resources](#)
- [Academic Integrity/Academic Alerts](#)
- [WriteAway](#)
- [Workshop Wednesdays](#)
- [Grammar Lab](#)

CAMPUS RESOURCES



CAREER ADVISING

CONTACT INFORMATION



careeradvising@alexandercollege.ca



604-558-6149, Press 6, then:
Press 1 for Career Advising



[Career Advising Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT



[Book a Virtual Appointment Here](#)

For In-Person Appointments, visit the Student Affairs Check-In Window in the ACB Library



HEALTH & WELLNESS

CONTACT INFORMATION



healthandwellness@alexandercollege.ca



604-558-6149 for Health & Wellness



[Health and Wellness Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT



[Book an Appointment Here](#)

For Walk-In Appointments, visit Office 231 at the ACB Campus

SERVICES

Career Services is here to help you succeed at work during your time at Alexander College. We run workshops and programs, offer in-person support, and provide online resources to help you navigate your career.

Services offered:

- [Resume and Cover Letter Writing](#)
- [Interview Practice](#)
- [Canadian Career Readiness Program](#)
- [On-Campus Student Worker Jobs](#)
- [External Career Opportunities](#)
- Backpacks to Briefcases Workshop

SERVICES

Health and Wellness provides up to 10 free counseling sessions to Alexander College students each academic year. These sessions can be virtual, in-person or via phone call and are designed to provide students with a safe, supportive, and confidential space in which to discuss issues that may be causing distress and personal struggle.

In addition, students can access free, 24/7 single session mental health support through phone or chat with the [Here2Talk](#) app, or view the list of [self-help resources](#).

CAMPUS RESOURCES



CONTACT INFORMATION



studentlife@alexandercollege.ca



604-435-5815, Press 6 then:
Press 5 for Student Life



[Student Life Webpage](#)



Office Hours

Monday - Friday: 8:30am to 5:00pm PST

BOOK AN APPOINTMENT



Email to set up a Virtual Appointment

For In-Person Appointments, visit the Student Affairs Check-In Window in the ACB Library.

SERVICES

Student Life is dedicated to enhancing the student experience through activities, clubs and events. It also facilitates the Student Association (ACSA) to provide students with the opportunity to experience both Canadian culture and the diverse cultures of other students.

Services offered:

- [Student Events \(Virtual and In-Person\)](#)
- [Alexander College Student Association](#)
- [Student Refugee Program](#)
- [Clubs \(Virtual and In-Person\)](#)
- [Volunteer Program](#)
- [Alumni Services](#)

ONLINE SUPPORT SERVICES

Office 365 Support



office365helpdesk@alexandercollege.ca

The Office 365 Help Desk provides support for:

- Assistance with Office 365 log in and password
- Office 365 applications

Zoom Support



zoomsupport@alexandercollege.ca

All virtual classes will be held using Zoom. Should you encounter problems with Zoom or are unsure how to use it, please connect with Zoom Support.

[Click here for Zoom information](#)

MyAC Support



myacsupport@alexandercollege.ca

Alexander College staff provide technical support for the MyAC student information system.

Canvas Help



canvashelp@alexandercollege.ca



604-558-6195

All online course material can be found on Canvas. If you are having difficulties navigating the software, you can contact Student Canvas Help.

[Click here for Canvas information](#)

IT Help



IThelpdesk@alexandercollege.ca



604-558-6198

Alexander College is proud to offer Technical Support for your online classes.

[Click here for IT Help information](#)

CAMPUS FACILITIES AT ACB

BOOKSTORE

The Bookstore is in Room 200. Here you can purchase course textbooks, submit payments, submit refund inquiries and purchase AC merchandise.

Open Monday-Friday: 9:00am to 5:00pm

COMPUTER LABS

The Computer Labs are Room 255 and 257. There are a limited number of laptops available for borrowing from the Library Circulation desk during operating hours.

CAMPUS SAFETY

Security will be posted in the Student Lounge Monday-Thursday: 8:00am-9:00pm and Friday: 8:00am-6:00pm.

FIRST AID

A First Aid Kit is located at the Front Desk. Please speak with the receptionist.

LIBRARY

The Library is open space for students to study, borrow books, borrow dvds, access computers, and printing and scanning services. There are also quiet study areas.

Open Monday-Thursday: 8:00am to 9:00pm and Friday: 8:00am-6:00pm

LOST AND FOUND

The Lost and Found is located at the Front Desk. Please speak with the receptionist.

STUDENT LOUNGE

The Student Lounge is an open area for collaborative learning and an interactive space for connecting with other students. It is located at the entrance to the campus.

STUDENT DEN

The Student Den hosts a microwave, sink, TV and is a quiet space to take advantage of breaks in between classes.

STUDY ROOMS

Study Rooms are available in the Library and can be booked using our in-house booking system. Capacity is up to four students. [Book a Study Room](#)

INTERFAITH ROOM

An Interfaith space is available for student use during all campus operating hours. Please see the Library circulation desk for booking.

WASHROOMS

The woman's washroom is located in Room 247. The men's washroom is located in Room 250. A universal washroom is located in Room 228. All washrooms are wheelchair accessible.



INTERNATIONAL STUDENT HELPFUL RESOURCES

STUDYING IN CANADA

Designated Learning Institution

Alexander College's Designated Learning Institution (DLI) number is **O19347185182**.

Study Permit

A study permit is an official document from Immigration, Refugees, and Citizenship Canada (IRCC) that allows you to study in Canada. Students should review their study permit carefully, know the permit expiry date, and know the conditions they need to meet as study permit holders in Canada.

Your study permit is not a visa. It doesn't let you enter Canada. You may also need a temporary resident visa (visitor visa) or an electronic travel authorization (eTA) depending on your country of citizenship. If the IRCC approves your study permit, they will issue a visa to you with your study permit.

Electronic Travel Authorization

An Electronic Travel Authorization (eTA) is an entry requirement for visa-exempt foreign nationals traveling to Canada by

air. An eTA is electronically linked to a traveler's passport. This is why it's important that you travel with the passport you used when you applied for your study permit. It is valid for up to five years or until the passport expires, whichever comes first. If you get a new passport, you need to get a new eTA.

Temporary Resident Visa (Visitor Visa)

If you're from a country where you need a temporary resident visa, it will be placed in your passport after your study permit application is approved. It'll show if you can enter Canada once or multiple times. You must enter Canada before your visa expires.

Port of Entry (POE) Letter of Introduction

After your study permit application is approved, IRCC provides applicants with a port of entry letter of introduction that says you're allowed to study in Canada. **This letter is not your study permit.** This letter has your permit reference number, which the IRCC uses to issue your study permit. **This must be presented to a CBSA officer when arriving at a port of entry to receive your study permit.**

Immigration resources on this page are not legal documents and information may change without notice. Always refer to Immigration, Refugees and Citizenship Canada (IRCC) for the most up-to-date information.

Extending your Study Permit

The expiry date on your study permit tells you when you have to stop studying and leave Canada. You can find the expiry date in the top right corner of your permit. This date is usually the length of your study program, plus 90 days.

It's recommended that permit holders begin the Study Permit extension process 90 days before the expiry date. In most cases, you must apply online to extend your study permit. For more information, please visit the [IRCC website](#).

Studying and Working in Canada

International students may be eligible to work in Canada while studying if their study permit includes a condition that says they may work on or off-campus. You must also meet all the other requirements. You can only start working in Canada when you start your study program.

Working on or off-campus

As a study permit holder, you may be able to work on-campus or off-campus without getting a work permit. For more information on eligibility requirements, where you may work, and the maximum number of hours you can work, please refer to the Immigration, Refugees and Citizenship Canada (IRCC) [website](#).

Post Graduate Work Permit

After you graduate from your program of studies, you may be able to work temporarily or even live permanently in Canada. For more information on the Post-Graduate Work Permit program and other work permit options, please visit the IRCC [website](#).



Immigration resources on this page are not legal documents and information may change without notice. Always refer to [Immigration, Refugees and Citizenship Canada \(IRCC\)](#) for the most up-to-date information.

VANCOUVER WEATHER

Vancouver has a moderate climate and is one of the warmest cities in Canada. It can reach up to highs of 30 degrees celsius in Summer and a low of 0 degrees celsius during Winter. Although Vancouver and surrounding area generally do not receive much snow, it can rain up to 150 days a year - so make sure to bring a rain coat.

[Click here to see the current weather](#)

CANADIAN CULTURE

Language

Canada has two official languages, English and French.

Core Values

Canada is known for fairness, equality, inclusiveness and social justice. It is very welcoming of all peoples, cultures and religions.

Greetings

A handshake is a common way to greet a stranger.

Basic Etiquette

- Remember to say please when asking for help
- It is considered impolite to ask questions about someone's wealth, weight or age
- If there is a line for something, make sure to queue and wait your turn

Tipping

Tipping is a very common practice. Canadians generally tip 15-20% of their bill for waiters, taxi drivers, hair dressers or barbers.

Being On Time

It is expected that you will be on time for work or school. You could lose your job or be suspended from school if you are frequently late. If you are running late, send a quick message letting the person you are meeting know why you are late.

Public Behaviour

Loud conversations, name-calling or violence is not acceptable. Hitting or threatening another person, including family members, is against the law.

Respect the Environment

Canadians are very environmentally conscious. Littering, or leaving garbage, is unacceptable and can lead to a fine.

Smoking, Drugs and Alcohol

Smoking is not permitted in any public spaces, including work places, restaurants, public vehicles, national parks or washrooms. Illicit drug related substances are illegal. However, should you or a friend need assistance, you can contact hospitals or police without fear of penalty. The drinking age in Canada is 19+. [Please see the BC Government website for more information.](#)

Please note, it is strictly prohibited to operate a motor vehicle while under the influence of drugs or alcohol.



PLACES TO SHOP

Groceries

Canada offers a wide variety of food options as it is a multicultural country. There are both small specialty food stores and grocery stores with huge selections of international foods. Major grocery stores are often open seven days a week between 9:00am and 10:00pm. Here is a list of the most prominent groceries stores around BC:

- Walmart
- Superstore
- Save-On-Foods
- No Frills

Clothing

There are endless options for clothing stores in Canada, which range in price. Here is a list of a few stores popular among college students:

- H&M
- Forever 21
- Old Navy
- Uniqlo
- Zara

School Supplies

College comes with other schooling expenses such as a laptop, backpack, pens, notebooks, etc. Here are a few popular options:

- Best Buy
- Staples
- Walmart

Metropolis at Metrotown

Alexander College is connected to one of Canada's largest shopping centres. There you can find restaurants, groceries, major brand-name fashion retailers, home stores and so much more. Operating hours are Monday to Saturday from 10:00am until 9:00pm and on Sundays from 11:00am until 7:00pm.

RESTAURANTS TO TRY NEAR THE BURNABY CAMPUS

Aroma Eatery

Taiwanese Food

1011-4500 Kingsway

Burnaby, BC V5H 2A9.....604-558-3958

PalPal Noodle House

Asian Fusion

5021 Kingsway

Burnaby, BC V5H 4A5.....604-558-4668

Subway

Canadian Food

4747 Kingsway

Burnaby, BC V5H 2C3.....604-431-7949

STEM Japanese Eatery

Japanese Food

15205 Rumble Street

Burnaby, BC V5J 2B7.....604-434-0250

Earls

Canadian Food

6070 Silver Dr

Burnaby, BC V5H 4L9.....604-432-7329

Curry Express

Indian Food

352 - 4700 Kingsway

Food Court Metropolis

Burnaby, BC V5E 1P8.....604-454-1004

BANKING

One of the first things International Students should do is open a bank account within Canada. This will help with transferring money and is great to use as proof of income for renting an apartment.

Step One - Gathering Documents

To open an account you will typically need two pieces of identification, such as:

- Passport
- Study Permit
- Letter of Acceptance

Step Two - Finding a Bank

There are many banks in Canada to choose from that offer different benefits. Some things to consider:

- Do they offer a student bank account?
- Will you pay monthly fees or is it free?
- Do they offer international money transfers?
- Do they require a minimum balance in your account to not pay additional fees?

Step Three - Choosing an Account

There are two main types of account you can open - a chequing or a savings account.

- **Chequing** - is designed for day-to-day banking, making purchases and paying bills. You can set up your account so that recurring payments like rent and utilities to come out automatically.
- **Savings** - is the ideal place for money you don't need to access every day. In this type of account your balances will earn interest.

Step Four - Your Bank Card

Once your account is open, you will receive a bank card (or debit card). You will be asked to create a PIN (personal identification number) to access your funds and withdraw money.

Banks Accepted by Alexander College

If you're looking for a bank that can also pay your tuition online, Alexander College accepts online payment from the following banks:

- Bank of Montreal (BMO)
- Canadian Imperial Bank of Commerce (CIBC)
- Scotiabank
- Royal Bank of Canada (RBC)
- TD Canada Trust (TD)

TRANSPORTATION

TransLink

TransLink is responsible for the skytrain, bus, seabus, cycling and commuting options in Metro Vancouver. Detailed schedules and route planning ('Trip Planner') are available at the [TransLink website](#).

Compass Card

The [Compass Card](#) is a universal transit pass program for travel on all types of TransLink transportation. There are monthly passes, day passes and stored value options. Without a Compass Card, you will need to pay for each individual ride with cash or credit.

Purchase a Compass Card

Compass cards can be purchased online or at certain retailers. A card costs \$6, plus the fare amount you wish to load onto the card.

[Purchase Online](#)

[Find a Retailer](#)

Use your Compass Card

Tap in and tap out every time you enter and exit a Translink station, including when you transfer. Note: As buses are all one-zone, no need to 'tap out' as leaving.

HOUSING

Taxi Services

To receive a car, you generally have to call a local taxi company and request one. Cars generally take 5-15 minutes to pick you up from your location, although can take longer during rush hour times. There is a base fee and the price increases the farther you travel.

Uber/Lyft

Download the Uber or Lyft applications on your phone. You can see the general time for pickup, the estimated time for drop-off and the price in advance. The fare can increase based on demand, so try to order outside of busy times (8:00am and 5:00pm).

In the Greater Vancouver area, there are various housing options such as apartments, townhouses, or renting a single room within a larger house. Accommodations near Vancouver, Burnaby, and Surrey city centers tend to fill up quickly. It's recommended students arrive early to secure housing. Rent for a one bedroom in Burnaby ranges from \$1450-\$1900 CAD per month. Some popular websites for apartment rentals include:

- [Craigslist](#)
- [Kijiji](#)
- Various Facebook Groups or Facebook Marketplace

Security Deposits

At the start of a tenancy agreement (contract for your apartment), a landlord can ask for a security deposit (or damage deposit). This is usually paid in cash, by cheque or e-transfer at the time of signing the lease. **The security deposit can be no more than half of the first month's rent.**

Rent Payments

In B.C., rent is paid on the 1st of every month. Your rent may include heat, hot water, internet, or other utilities as stated on your lease agreement. For more information on lease agreements, rental laws, and tips for renters in Vancouver, visit the B.C. Government - [Residential Tenancy Branch website](#).

Avoiding Scams

- A landlord should never ask for a rent payment or a security deposit before you sign a lease
- Both parties (the landlord and yourself) should sign the lease together
- You should receive a copy of your lease
- If a listing is too good to be true, it probably is and you should avoid it

IDENTIFICATION

British Columbia Identification (BCID)

A BCID is an officially recognized card that you can use as a form of identification. This is helpful as it can replace your passport as a main source of identification. The current cost of the BCID is \$35.

[Click here for more information on BCIDs](#)



WORKING

Social Insurance Number

A social insurance number (SIN) is required for anyone who has the legal authorization to work in Canada as it is needed for an employer to legally pay an employee. You can apply for a SIN from [Service Canada](#). The SIN must be provided to any employer within three days of starting employment.

If you're an international student, having a SIN alone is not enough to allow you to work in Canada. Make sure you are eligible to [work in Canada](#).

Income Tax

If you are an international student studying in Canada, you may have to file a Canadian income tax return.

[Click Here to for more information](#)

Tax Forms

Students can claim educational costs when filing taxes. To download a T2202 form for any of the previous three years, visit the MyAC student portal, go to "My Documents", then "Self Serve Documents". [Video Link]

Employment Standards

The law in B.C. sets standards for payment, compensation and working conditions in most workplaces. For more information, offered in a variety of different languages, please see the [British Columbia Employment Standards Act and Regulations Website](#) to explain the employer and employee expectations when working in BC.

Resources for Finding Work, Writing Cover Letters & Resumes

Our Career Advisor at AC offer assistance on all subjects. Please see the [Career Advising Webpage](#) for more information.

BC HEALTHCARE

Medical Insurance

Medical Insurance is vital to receive access to health care in British Columbia. [Learn more about BC Healthcare Here](#).

Calling a Nurse, Dietician or Pharmacist

By dialing 8-1-1 you can access nurses, dieticians or pharmacists to get health-related information. Translation is available in 130 languages.

Clinics

There are 'Walk-in Clinics' throughout Metro Vancouver. These clinics are often open in the evenings and on weekends and see patients on a 'first-come, first-served' basis. For a listing of clinics and their current wait times, visit <https://medimap.ca/>. Simply enter your city or address and a listing of walk-in clinics in your area will be given.

Hospitals

There are several hospitals with emergency areas in Metro Vancouver. To know the current wait times for each hospital visit <http://www.edwaittimes.ca/>

Crisis Centre BC

If you or someone you know is feeling hopeless or at risk of harm, [call or chat online with a crisis responder](#) any time.

EMERGENCY RESPONSE

For police, fire or medical emergencies (ambulances), **call 9-1-1**. This number is to be used when immediate action is required: someone's health, safety or property is in jeopardy or a crime is in progress.



GLOSSARY OF COLLEGE TERMS

AC 101: On online course that instructs new students on how to prepare for their first term and updates current students on new resources or updated policies. Completing the AC 101 Final Quiz allows a +1 bonus mark in each of your courses per term.

Academic Advisor: Assists students in course planning and graduation requirements.

Academic Alert: Issued to any student breaking exam/test rules (plagiarizing, cheating, etc.). An Academic Alert means you will receive a 0 on the assignment or exam in question.

Accommodation: If you are coming to AC with a barrier or disability, whether medical, physical or cognitive, the Office of Student Affairs coordinates with students, instructors and staff to ensure success.

ACSA: The Alexander College Student Association or student governing body.

Add/Drop/Change period: The period of time during which students can make changes to their course registration without record on their transcript. Subject to the refund policy.

Appeal: A form submitted by students to Administration to be exempt from AC policies or to be approved for exceptional circumstances. For example, Grade Appeals, Registration Requests, Academic Alerts, etc.

AskAway: A 24/7 free service which connects you to Librarians for research help.

Associate Degree: An undergraduate degree that generally requires two years of full-time study to complete.

Campus: The physical building of Alexander College.

Canvas: Canvas is AC's digital platform that connects students to course work, peers and instructors.

Career Advisor: Assists students with resume writing, mock interviews and work search strategies.

Convocation: The formal graduation ceremony that celebrates recent graduates.

Counselling: The Health and Wellness Centre offers students 10 free counselling sessions per year.

Credits: Each course is worth a certain number of credit points. These are determined by criteria such as student workload, learning outcomes and course hours. A student must reach a certain number of credits to graduate.

Department: Academic divisions based on areas of study. For example, Sociology or English.

Designated Learning Institutions (DLIs): A school with this distinction can admit international students.

English as a Second Language (EASL): A program for beginner to intermediate-level English speakers that focus on an interactive approach to English language learning.

English for Academic Purposes (EAP): A preparatory program that develops core English Language skills within a post-secondary context.

Electives: Courses that are not specifically required by a program but fulfill a general breadth requirement of a program.

Final Exam: Test taken at the end of the course that covers material from the entire term.

Focus Group: Held once each term, they are an opportunity for students to share their experiences and provide recommendations on how to improve Alexander College.

Full-Time Enrolment Status: Full-time is based on the number of credits or study hours completed each week during the academic year (See page 11 for more information for AC's Full-Time requirements). International students on a Canadian study permit are required to study full-time to be eligible for the PGWP. For more information, see RISIA services.

Grade Point Average (GPA): The averaged grade value taken from all courses attempted during a term or cumulative studies.

- **Term GPA** - The total GPA achieved during a single term of study. To maintain satisfactory academic standing, students must maintain a minimum term GPA of 1.50.
- **Cumulative GPA (CGPA)** - The total GPA value for all terms. Where courses are repeated, the higher grade is used in the calculation of cumulative GPA.

Here2Talk: A free 24/7 service offered to all AC students which allows access to registered health and wellness counsellors.

Medical Insurance: Students must have coverage in case of accident or illness. Proof of valid medical coverage is required to register for courses. Private or Public (BC's MSP) Medical Insurance is accepted.

Midterm: An exam given halfway through a course which covers all learned material up until that point.

MyAC: Alexander College's student information system used to register for courses, download or order documents, view grades, connect to virtual courses on Zoom and more.

Online Course: A course that is specifically designed to be delivered online. There is typically no face-to-face component or lecture in an online course.

Orientation: Days before the beginning of the semester that introduces students to staff, peers and school resources.

Part-Time Study Status: Part-time is based on the number of credits or study hours completed each week during the academic year. Studying part-time will mean it will take longer to complete degree requirements. For immigration purposes, part-time students are still considered to be actively pursuing studies. However, it can impact your ability to work on or off campus or PGWP eligibility. For more information, connect with an Immigration Advisor.

Peer Mentor: A program run by Student Services to offer peer-to-peer support for new students.

Placement Test: An internal test of a student's English or Math skills used to fulfill course and program eligibility requirements.

Plagiarism: Taking credit for someone else's work as your own.

Post-Secondary: Any education pursued after high school.

Prerequisite: Courses required to take in advance before registering for a particular course.

Scheduled Break: At Alexander College, there are three regularly scheduled breaks during the academic year, Winter break, Spring break, and Summer Intensive term. Summer intensive term is not considered a regular term for the purposes of study permit or work permit eligibility provided that the student is enrolled, full-time, in both the term prior and following the break.

Scholarship: An award given by the college or outside institution to assist with college tuition or expenses. Criteria for Scholarships vary.

Student Life: Student Life is dedicated to enhancing and engaging students with each other to gain a sense of belonging through activities, clubs and events.

Syllabus: Provides Information about each course and outlines expectations and responsibilities while offering grade breakdowns and important due dates.

Terms: Also known as semesters. The academic year is divided into four terms known as Fall, Winter, Spring and Summer term.

Transcript: The permanent record of a student's academic achievement, grades and credentials obtained.

Transfer Credit: Alexander College credit awarded for undergraduate-level coursework taken at another institution.

Tuition: The cost of your classes.

University Transfer: Students beginning their studies at AC in first- or second-year university-level courses to transfer to a College or University program.

University Preparation (UPRE): A full-time course which teaches students the tools they need to be successful in post-secondary education. To be eligible for UPRE a student must be on Academic or Misconduct suspension.

Virtual Course: A virtual class is similar to an in-person experience, where the class meets at a fixed time with an instructor each week. A virtual course at AC is delivered through Zoom.

Waiting List: If a course becomes full during registration students can show interest in placing themselves on a waitlist to register if a spot becomes available.

WC Online: The online appointment booking system for many of our student resources.

Withdrawal: Discontinuing a course after the course add/drop/change deadline. You will receive a grade of 'W' on your transcript.

WriteAway: A 24/7 free service offered by the Writing and Learning Centre which allows students to submit written work for feedback.

Writing and Learning Centre (WLC): A free resource which offers one-on-one tutoring to current AC students.

Zoom: A video conferencing app used to host virtual classes or appointments.

WANT INFORMATION

ON COVID-19

AND THE RETURN TO CAMPUS?

VIEW OUR COVID 19 PAGE ON THE AC WEBSITE

This webpage is updated frequently with announcements and health and safety protocols.

[Visit the Website here](#)

CHECK OUT THE UPDATED HEALTH & SAFETY STUDENT GUIDE

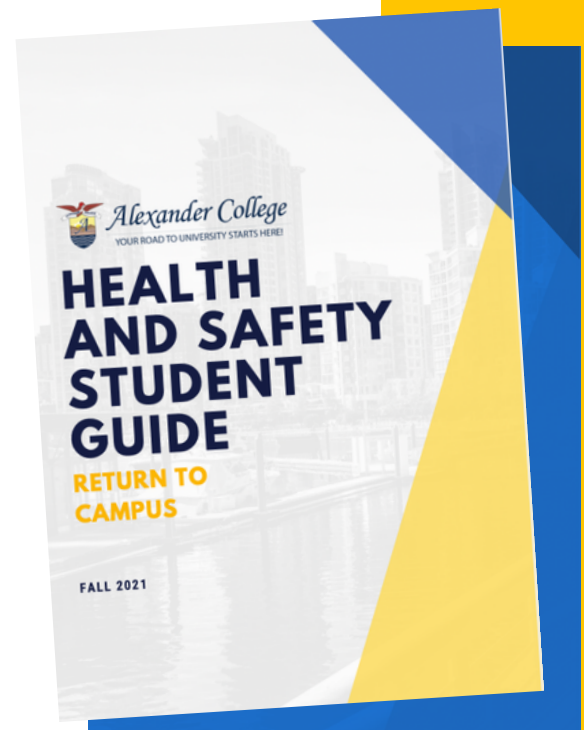
**FOR THE RETURN
TO CAMPUS**

FROM FALL 2021

The Health and Safety Student Guide is a brief primer which discusses the student transition back to campus.

In it you can find what to expect while on campus and in class, mask policies, and what to do should you feel unwell.

[Click to View the Document Here](#)



ARE YOU LOOKING TO

CONTACT US?

BURNABY (ACB)

4805 Kingsway
Burnaby, BC, V5H 4T6

Operating Hours (January 24th onwards)

Monday - Thursday from 8:00am to 9:00pm

Friday from 8:00am-6:00pm

Phone: 604-435-5815 | Fax: 604-435-5895

VANCOUVER (ACV)

602 W Hastings St #100
Vancouver, BC V6B 1P2

Operating Hours

As required for access for select classes
for the Winter 2022 Semester

Phone: 604-435-5815

SOCIAL MEDIA

Connect with us over social media and stay connected on important updates and upcoming events.

