



*Alexander College*

# Alexander College Welcome Guide

2025 EDITION



ALEXANDERCOLLEGE.CA

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I.  
**ABOUT  
ALEXANDER COLLEGE**

## INTRODUCTION

# Welcome to 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 4500 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.

## INTRODUCTION

# Mission Statement and Goals

### Mission

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.



### Goals


- 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.

OUR CAMPUSES

# Burnaby Campus Map (ACB)

## MAIN FLOOR



 4805 Kingsway, Burnaby, BC, V5H 4T6

[CLICK HERE TO GET DIRECTIONS](#)

# Vancouver Campus Map (ACV)

## MAIN FLOOR

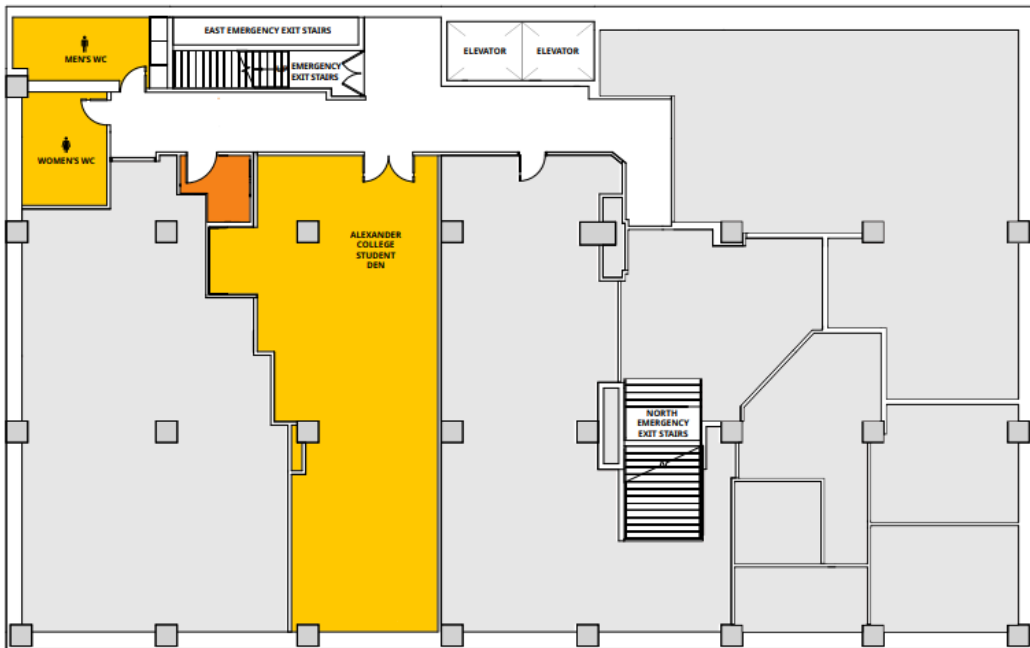


 100 - 570 Dunsmuir Street Vancouver BC, V6B 1Y1

[CLICK HERE TO GET DIRECTIONS](#)

# Vancouver Campus Map (ACV)

## Basement



## 5th Floor



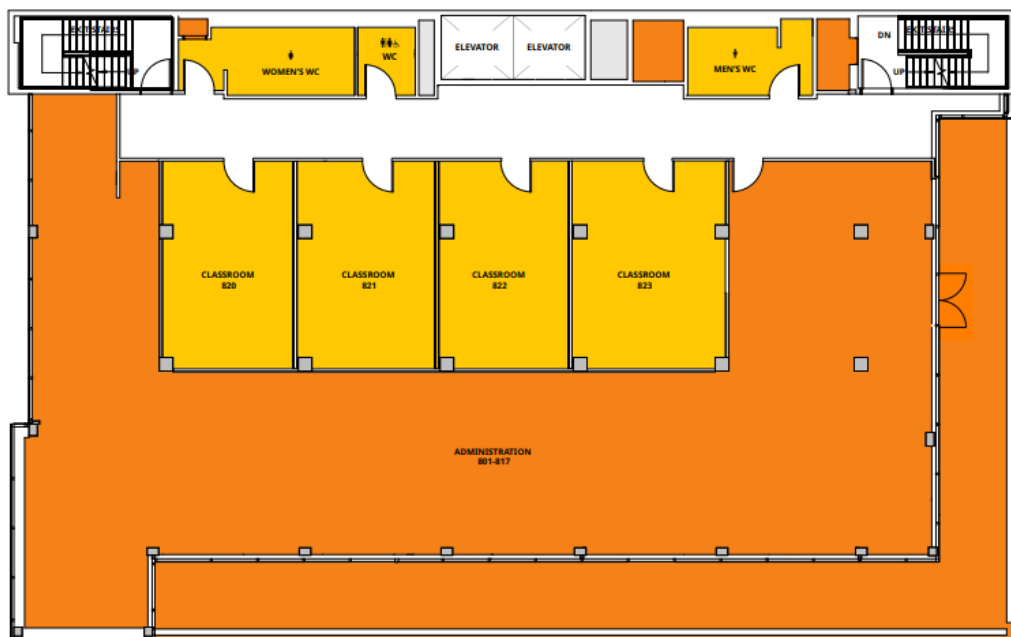


# Vancouver Campus Map (ACV)

## 6th Floor



## 8th Floor



## II. IMPORTANT RESOURCES

## IMPORTANT RESOURCES

# Prepare for your academic path by reviewing these resources:

### 01 ACADEMIC CALENDAR

The College's guide to admissions, registration, programs, student services, student life, policies and procedures, and important dates and deadlines.

[\*\*PRESS FOR LINK\*\*](#)

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### 02 IMPORTANT DATES

Important dates for the upcoming academic term include the start of the semester, holidays, exam periods, and other key events. These dates are crucial for planning your studies and staying on top of deadlines.

[\*\*PRESS FOR LINK\*\*](#)

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### 03 SEMESTER SCHEDULE

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

[\*\*PRESS FOR LINK\*\*](#)

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### 04 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 RESOURCES

# Student Accounts



## STUDENT ID CARD

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

Students can receive their Student ID card by visiting the **Burnaby Campus Library (ACB)** and bringing a government-issued photo ID (eg. passport, BC driver's license, BC ID, Permanent Residency Card). Please connect with our AC Library team or visit the [AC Website](#).

(\*No more virtual ID process and no ID card printing at Vancouver Campus)

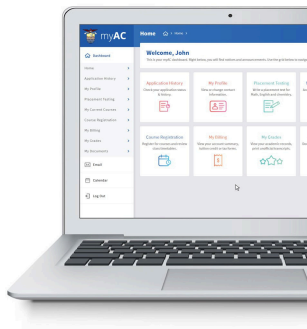
## New myAC Student Portal



Now Launched

Alexander College is proud to announce the launch of a brand new student information system. MyAC will replace AC Online as your student, staff, and faculty portal.

Your login information for MyAC is now available on your AC Online portal!



## 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!

## Loggin in to MyAC

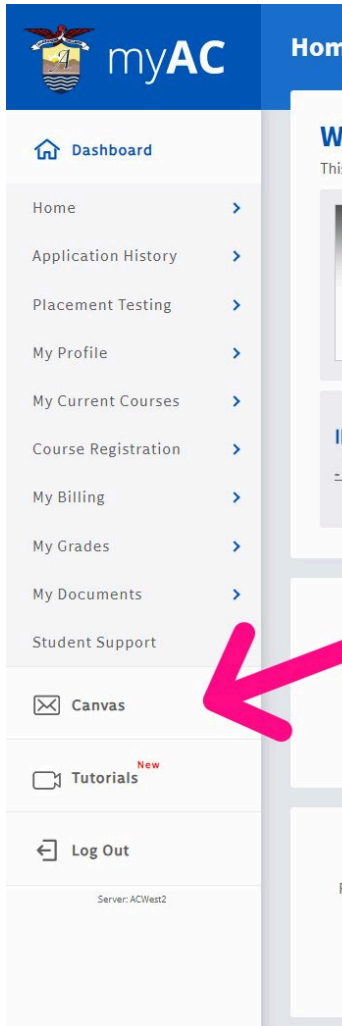
Username: "Your 8 digit Student ID Number"  
(ex. 1012XXXX)

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

## Need help?

Email MyAC Support at [myacsupport@alexandercollege.ca](mailto:myacsupport@alexandercollege.ca) or call Student Information Line: (604) 435-5815. \*from the main menu, press option #1, then option #7.

# Student Accounts



## CANVAS

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

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

### Loggin in to Canvas

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

Password: "Your date of birth"  
(YYYYMMDD)

### Need help?

Email MyAC Support at [myacsupport@alexandercollege.ca](mailto:myacsupport@alexandercollege.ca) or call Student Information Line: (604) 435-5815. \*from the main menu, press option #1, then option #7.

# III. STUDENT SUPPORT SERVICES

# STUDENT SUPPORT SERVICES

Alexander College provides a supportive learning environment with comprehensive and student-centered support services designed to help students navigate their educational journey successfully. This wheel shows all the key services available at the college. Visit our AC webpage to explore the wheel, and click on any section to learn more about specific departments and the support they provide.



## CAMPUS DEPARTMENTS

# Admissions

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

Admissions services offered:

- Application Inquiry
- Admission Process and Requirements
- Math and English Placement Testing
- Academic documents Submission (include documents such as a high school transcript, a post-secondary transcript, English test scores such as IELTS, TOEFL, etc.)



## How to get in contact?

1. Email:
  - For admissions: [admissions@alexandercollege.ca](mailto:admissions@alexandercollege.ca)
  - For document submission: [studentrecords@alexandercollege.ca](mailto:studentrecords@alexandercollege.ca)
  - For Placement Tests: [placementtesting@alexandercollege.ca](mailto:placementtesting@alexandercollege.ca)



# Office of the Registrar

Responsible for administering many of the institution's administrative policies and procedures.

Some of our student-facing services include:

- Post-Admissions Inquiries
- Assessment Testing – English Placement Test (EPT), Math Placement Test (MPT)
- Student Financial Aid
- Course Registration
- Student Records
- Medical Insurance
- Study Authorization
- Forms, Letters, and Transcripts
- Grades and Academic Standing
- Transfer Credit
- Graduation
- and more...

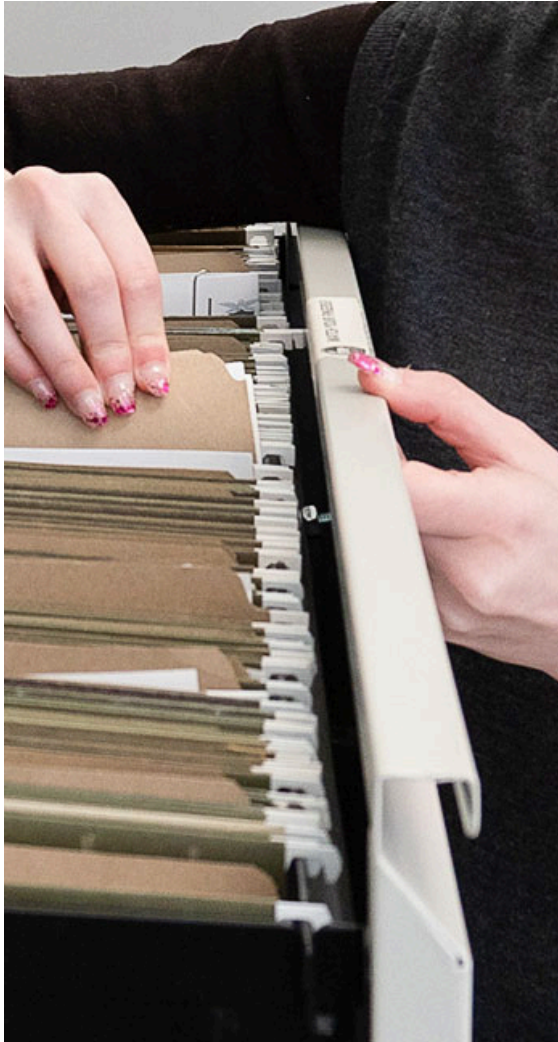


## How to get in contact?

1. Drop in at ACB Campus (Mon-Fri 9am-4pm)
2. By Phone: 604-435-5815
3. By Mail:

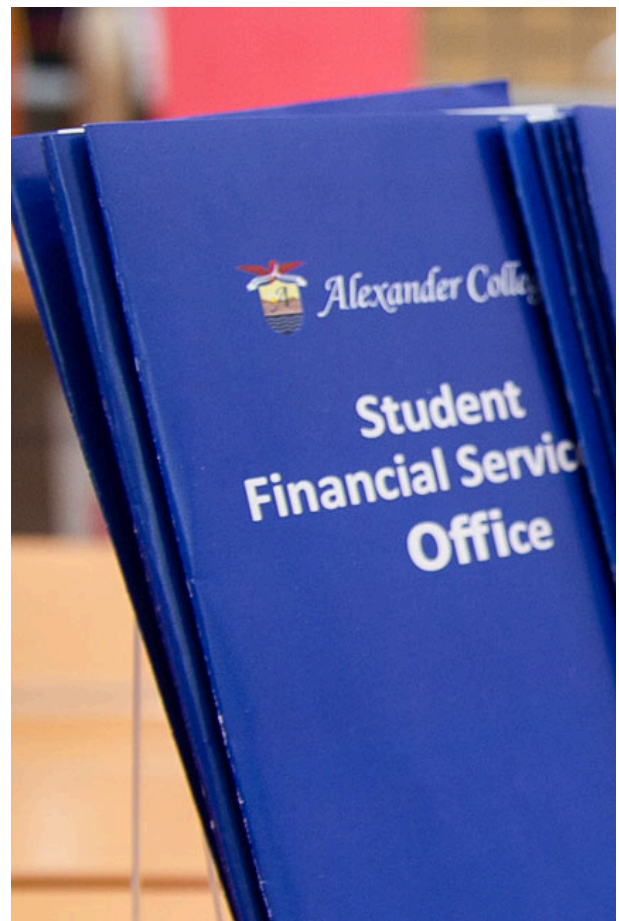
- [registrar@alexandercollege.ca](mailto:registrar@alexandercollege.ca)
- [registration@alexandercollege.ca](mailto:registration@alexandercollege.ca)
- [studentrecords@alexandercollege.ca](mailto:studentrecords@alexandercollege.ca)
- [transfercredit@alexandercollege.ca](mailto:transfercredit@alexandercollege.ca)
- [myacsupport@alexandercollege.ca](mailto:myacsupport@alexandercollege.ca)

# Student Financial Services



Student Financial Services provides assistance to students with various financial matters related to their education. They offer support with the following:

- Tuition payment processing
- Refunds for overpayments
- T2202 tax forms for tuition receipts



## How to get in contact?

1. Drop in at ACB Campus (Mon-Fri 9am-4:30pm)
2. By Phone: 604-435-5815
3. By Mail:
  - [bookstore@alexandercollege.ca](mailto:bookstore@alexandercollege.ca)
  - [studentfinancialservices@alexandercollege.ca](mailto:studentfinancialservices@alexandercollege.ca)

# Academic Advising

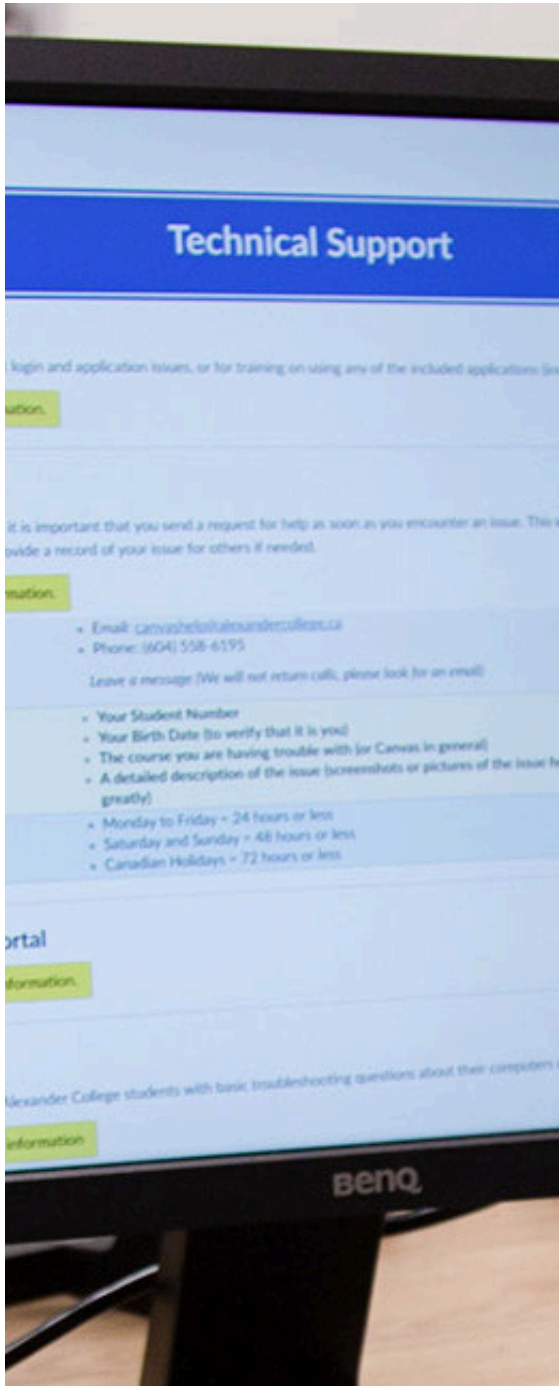
Advisors are available for both in person and online appointments to answer any questions students may have regarding their program requirements. Academic Advising also extends students access to other departments and resources as they may be needed (Enrolment department, Writing and Learning Centre, and the Wellness Centre, etc).



## How to get in contact?

1. Drop in at ACB and ACV Campus (Mon-Fri 10:00am-4:00pm)
2. Online appointment.  
[Click here to schedule](#)
3. By Mail:  
[academicadvising@alexandercollege.ca](mailto:academicadvising@alexandercollege.ca)

# Canvas, Office 365 & IT



If you encounter any issues with your accounts, computer, or software, technical support is available to assist you with:

- Canvas (online learning platform)
- Office 365 (email, software, and apps)
- IT: Computer and Software-related issues. Available help for Zoom issues

## How to get in contact?

1. Phone: 604-558-6198

2. Via email:

\* Canvas, Office 365, IT and Zoom support are provided by different departments.

- For help with Canvas: [myacsupport@alexandercollege.ca](mailto:myacsupport@alexandercollege.ca).
- For help with Zoom: [zoomsupport@alexandercollege.ca](mailto:zoomsupport@alexandercollege.ca).
- For help with Office 365: [office365helpdesk@alexandercollege.ca](mailto:office365helpdesk@alexandercollege.ca)
- For help with computer or software related issues (IT): [ithelpdesk@alexandercollege.ca](mailto:ithelpdesk@alexandercollege.ca)

## CAMPUS DEPARTMENTS

# Health & Wellness

Alexander College students are eligible for up to 10 free Health and Wellness Counseling sessions each calendar year. These sessions 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, and supportive ways to manage stress.



### How to get in contact?

1. Book an appointment.

[Click here to schedule](#)

2. Email:

[healthandwellness@alexandercollege.ca](mailto:healthandwellness@alexandercollege.ca)

**If you are in an emergency, please call immediately to 9-1-1 or visit your closest emergency room.**

#### Other contact numbers:

Vancouver Crisis Centre: 604-872-3311

Fraser Health Crisis Centre: 1-877-820-7444

Crisis Line: 9-8-8

BC Wide Crisis Line: 1-800-SUICIDE (1-800-784-2433)

Here2Talk (download application)

VictimLink: 1-800-563-0808

SALAL (Sexual Violence Support Center): 1-877-392-7583

Trans Lifeline: 877-330-6366

Mental Health Support Line: Call 310-6789 (no area code)

Alcohol & Drug Information Referral Service:  
Call 1-800-663-1441 (604-660-9382 in the Lower Mainland)

# RISIA Services



Their services include guiding students with general inquiries regarding immigration issues, such as study permit extension and restoration, and visa or permit application for student's dependent, as well as initial study permit application for future students. Please contact if you need help with any of the following topics:

- Study permit extension & restoration
- On & Off-campus work eligibility
- Application for student's dependent
- Initial study permit application for future students

## How to get in contact?

1. Drop In at ACB Campus: Wednesday: 10:00am-11:00am & 3:00pm-4:00pm
2. Online:
  - Tuesday: 2:00pm-3:30pm
  - Wednesday: 10:00am-11:30am
  - Thursday: 12:00pm-1:30pm

[Click here to schedule an appointment.](#)

3. Email:  
[risia@alexandercollege.ca](mailto:risia@alexandercollege.ca)



## CAMPUS DEPARTMENTS

# 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 in the community. They are in charge of:

- New Student Orientation
- **Alexander College Student Association (ACSA)**
- Convocation
- Alumni Services
- Volunteering
- Clubs & Events

### How to get in contact?

1. Email:  
[studentlife@alexandercollege.ca](mailto:studentlife@alexandercollege.ca)



### What is ACSA?

Group of students united by a desire to make a positive and substantial difference in the lives of other students here at Alexander College.

You can count your membership in ACSA as volunteer experience as it is eligible for your Co-Curricular Record. This is a benefit to you, as it can greatly improve your application for further studies and your career interests.

[Click here to learn more](#)

# Student Rights & Responsibilities



The Office of Student Rights and Responsibilities at Alexander College is designed to uphold and enforce the various policies and processes in place at the College as they relate to students.

Their services include:

- Academic Appeal
- Accommodation
- Attendance
- Bereavement
- Complaints
- Exam Deferrals
- Grade Appeal
- Exam Viewing
- Misconduct
- Academic Alerts

## How to get in contact?

1. Email:  
[srr@alexandercollege.ca](mailto:srr@alexandercollege.ca)



# Career Advising



Looking for career help? Career Services is here to help you succeed at work during your time at Alexander College.

They can help you with:

- Resume and cover letter writing
- Networking
- Career exploration
- Work search strategies
- Interview tips and mock (practice) interviews
- LinkedIn
- CJR Course

All appointments are confidential. Students can work with us for one session or over multiple conversations if needed.

## How to get in contact?

1. In person or Online Sessions (appointment is needed)

[Click here to view schedule](#)

2. By Email:

[careeradvising@alexandercollege.ca](mailto:careeradvising@alexandercollege.ca)



# Writing & Learning Centre



WLC offers one-on-one tutoring to current AC students for all courses provided at the College. The goal is to assist students in developing their core academic skills, enabling them to apply these skills across all disciplines.

They can offer help in different topics such us:

- Citations
- Software Skills
- Subjects Resources (including mathematics, science, computer science, economics, commerce & business, Academic Writing).
- Academic Integrity
- Workshops ( such us Cyber Safety Workshop, Email Writing Workshop, etc.)
- Grammar Lab Course

## How to get in contact?

1. In Person Sessions  
Mon-Fri: 8:30am – 4:30pm

[Click here to book an Appointment](#)

2. Email  
[wlc@alexandercollege.ca](mailto:wlc@alexandercollege.ca)



## CAMPUS DEPARTMENTS

# Scholarships

Alexander College recognizes academic excellence through a range of scholarships. Academic Scholarships, awarded to top-performing students in each major term (Fall, Winter, Spring), provide a \$1200 tuition credit or a cheque if no upcoming tuition is due. Recipients are nominated by their course instructors, not by application. Additionally, the College offers 20 Indigenous Student Entrance Scholarships annually, which cover 60 undergraduate tuition credits (approximately two years of full-time study) and required textbooks for students of Indigenous ancestry, including First Nations, Inuit, and Métis peoples.



### How to get in contact?

1. Email [scholarships@alexandercollege.ca](mailto:scholarships@alexandercollege.ca)

# Student Housing Services



Student Housing Services assists students in finding suitable accommodation, whether it be a private apartment, shared housing, or through the Homestay Program. They help ensure students find a comfortable living arrangement that meets their needs.



## How to get in contact?

Ready to book your accommodation? Submit your Housing Preference Form online. Or contact [housing@alexandercollege.ca](mailto:housing@alexandercollege.ca) to inquire more information.

\*For rental costs and other pertinent information, please refer to our last section of this manual

# IV. CAMPUS FACILITIES



## CAMPUS FACILITIES

# Library

Alexander College offers library services at both campuses, making it easy for students to access resources regardless of location. The library is an essential part of your academic experience and will likely be a frequent stop throughout your studies.



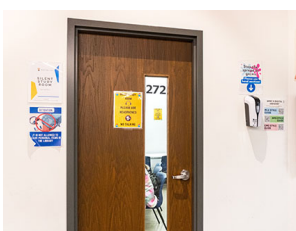
**Student ID Cards:** New students get their photo taken for an ID card at the library. If lost, replacement IDs can also be obtained here. The ID is essential for exam participation.



**Printing Services:** Printers are available for student use. Register for a PaperCut account to print documents and add credit.



**Material Borrowing & Loan Periods:** Borrow books, DVDs, laptops, and even video games. Refer to the library's services page for current loan periods.



**Study Rooms:** Bookable study rooms are available for individual or group work, providing a quiet space for assignments or projects.



**Online Databases:** Access a wide range of databases for research assignments. Some are open access, requiring no login.

**For more information and to access databases, please visit the library page:**  
<https://alexandercollege.ca/student-support/library/>

# Other Facilities

## 01 Bookstore

The Bookstore is in the main lobby of the Burnaby and Vancouver campuses.

Here you can purchase course textbooks, submit payments, submit refund inquiries and purchase AC merchandise.

Open Monday-Friday: 9:00am to 4:30pm

Saturday, Sunday and Stat Holidays: Closed

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## 02 Computer Labs

The Computer Labs are 255 and 257 at the Burnaby campus, and 609 at the Vancouver campus.

There are a limited number of laptops available for borrowing from the Library Circulation desk during operating hours. There are desktops and laptops to use in the Library.

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## 03 Chemistry and Biology Labs

The Chemistry and Biology labs are only located at the ACV campus in rooms 603, 604, and 605.

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## 04 First Aid

**ACB:** We have a First Aid Room located in Room 231. Additionally, First Aid kits are available at the Front Desk Reception, Health & Wellness (Room 230), and the Library.

**ACV:** The First Aid Room is located in Room 124. First Aid kits can be found at the Front Desk, Room 124, the Library, all CHEM labs (603 and 604), and the BIOL lab (605).

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# Other Facilities

## 05 Lost and Found

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

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## 06 Student Lounge

The Student Lounge/ACB Lobby 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.

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## 07 Student Den

The Student Den hosts a microwave, sink and seating for students to enjoy of quiet space in between classes.

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## 08 Campus Safety

Security will be stationed in the Main Lobby Monday-Thursday: 8:00am-9:00pm and Friday: 8:00am-6:00pm.



# V. IMPORTANT POLICIES

## IMPORTANT POLICIES

# Medical Insurance



Proof of valid medical insurance coverage is required for all residents of British Columbia.

Without valid medical insurance, **students are not able to register for courses.**

Students may choose to enroll with BC Medical Services Plan (MSP) after 90 days in Canada, or alternatively may enroll 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](mailto: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**

- 2 or more university transfer level courses

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

Summer Intensive is considered a regularly scheduled break. Read more about study authorization and scheduled breaks on the Alexander College website here: [Study Authorization and Scheduled Breaks](#)

# 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**



**Bereavement Appeal**



**Exam Deferrals**



**Course Registration Appeal**



**Student Records Appeal**



**Accommodation Appeal**



**Complaints**



**Misconduct**



# Code of Conduct

Students are expected to conform to college standards in terms of behavior, and failure to do so results in a misconduct report filed against the student which can have different types of consequences.

There are two types of misconduct: **Academic Misconduct** and **Non-Academic Misconduct**.

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## Academic Misconduct

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Academic Misconduct that is subject to penalty includes, but is not limited to, the following:

- Plagiarism
- Cheating
- Submitting the same, or substantially the same, essay, presentation, or assignment more than once
- Impersonating a candidate
- Submitting false records or information
- Falsifying or submitting false documents
- Attempting to engage in, or assisting others to engage in Academic Misconduct

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## Non-Academic Misconduct

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Non-Academic Misconduct that is subject to Disciplinary Measures includes, but is not limited to, the following:

- Disrupting instructional activities
- Damaging, removing, or making unauthorized use of college property
- Injuring or harassing
- Assault
- Threatening or intimidating

# Plagiarism

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

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**.

# Academic Standing

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

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## Provisional Admission

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Applicants to the College who provide academic transcripts indicating poor academic performance, according to the College's 1.50 minimum academic standard, will be admitted on Provisional Admission.

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## Good Academic Standing

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

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## Academic Warning

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A student is considered to be on Academic Warning if their **term GPA is below a minimum of 1.50** with fewer than 15 credits attempted.

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## Academic Probation

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Students are placed on Academic Probation for three principal reasons:

- **Grades.** Students' term GPA must not drop below 1.50.
- **Academic Misconduct.** Students must avoid academic misconduct such as cheating or plagiarism.
- **Provisional Admission.** Students who are admitted under our Provisional Admission policy start their studies on Academic Probation.

Students are not subject to probation until they have attempted at least 15 credits of academic coursework. Where a course has been repeated, the higher grade is used.

Academic Probation is lifted and the student is returned to good academic standing when the student has successfully completed the subsequent term with a term GPA of at least 1.50.

A student on probation may not attempt more than 10 credits in a single term.

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## Academic Suspension

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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 in good academic standing in one of two ways:

1. Successful completion of UPRE 099 – University Preparation
2. Students who only take and pass UPRE are readmitted in good academic standing.
3. Successful completion, with a minimum term GPA of 1.50 or higher, of 9 or more credits of transferrable coursework taken at another BCCAT member institution within a single academic term. This term of studies must be a term subsequent to the last term of study taken at Alexander College. Students presenting such records will be reinstated in good academic standing.

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## Performance Following Reinstatement

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Students who are reinstated to the College are readmitted in good academic standing. If the term GPA in the subsequent term is below 1.50, the student will be placed on Academic Probation for the following semester without the accumulation of 15 academic credits.

For more information, please contact the Office of the Registrar:  
[studentrecords@alexandercollege.ca](mailto:studentrecords@alexandercollege.ca)



# VI. GLOSSARY OF COLLEGE TERMS



# COLLEGE TERMS

A

**AC 101** An 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 free online instant chat service which connects you to library workers for research & citation help.

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

C

**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

**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.

D

**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.

E

**English as a Second Language (EASL)** 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.

F

**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. 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.

G

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

H

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

M

**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 Engagement 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. Summer intensive 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.

**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.

**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 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.

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



**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.

# VII. ADJUSTING TO CANADA

# 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



# Canadian Culture



**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.

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

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

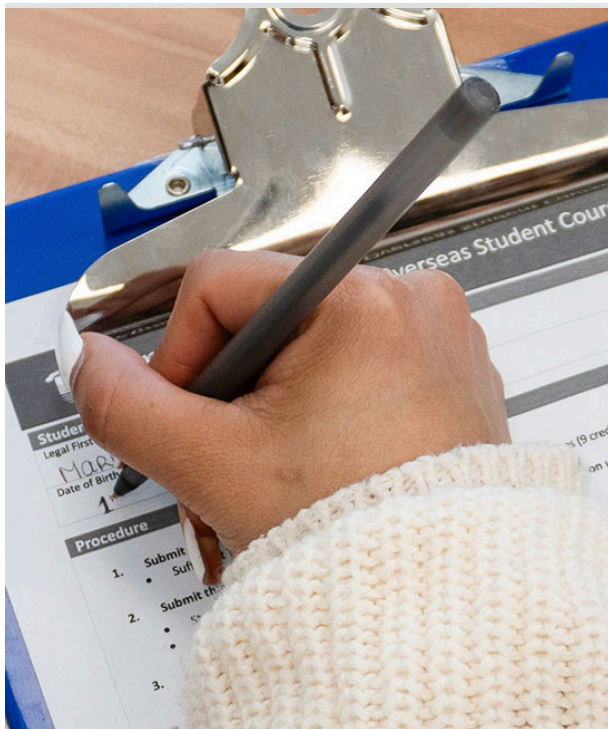
**Respect the Environment:** Canadians are very environmentally conscious. Littering, or leaving garbage, is unacceptable and can lead to a fine.

**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+.

## Canadian Culture



# 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?

## Step Three - Choosing an Account

There 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.

## Banking



# Banking



## Step Three - Choosing an Account

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- 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 many banks and Canadian Credit Unions.

For more information about payment methods, please contact Student Financial Services at [studentfinancialservices@alexandercollege.ca](mailto:studentfinancialservices@alexandercollege.ca).

## Banking



# 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](#). Alexander College does not offer U-Pass.

## 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.

## Transportation





# Transportation



## 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).

## Housing

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 \$1200-\$1900 CAD per month. Some popular websites for apartment rentals include:

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



# Housing



## 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.

## Average Rental Cost

liv.rent: \$2,281 for 1-bedroom (Burnaby)

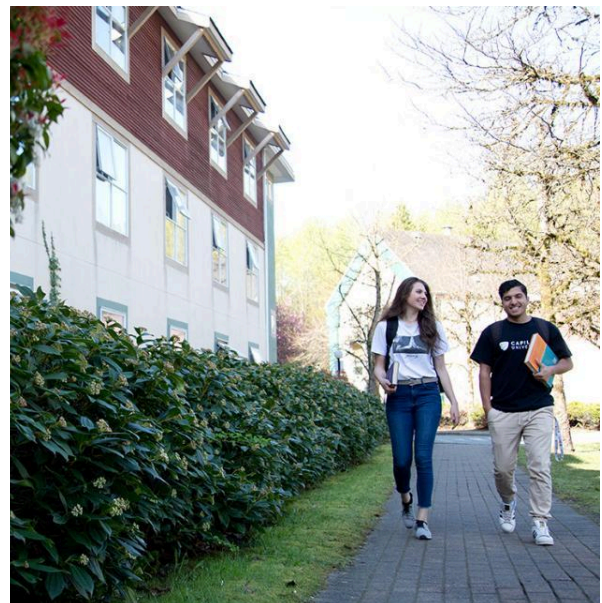
Zumper: \$2,380 for 1-bedroom (Burnaby)

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

## Housing



# Working in Canada



## 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".

## 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.

## Working in Canada



# 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.

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.

## BC Healthcare

### 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.



# Mental Health

Studying in a different country presents a unique set of challenges that can be overwhelming. The experience of being far away from family and familiar surroundings can lead to feelings of homesickness and loneliness. Therefore, establishing a strong emotional support system is crucial for maintaining mental well-being.



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### In-Campus Counselling

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Most Canadian post-secondary institutions, including Alexander College, prioritize the mental health and well-being of their students by offering **free counseling services**. These services are designed to provide students with support for a variety of personal, academic, and emotional challenges they may face during their studies.

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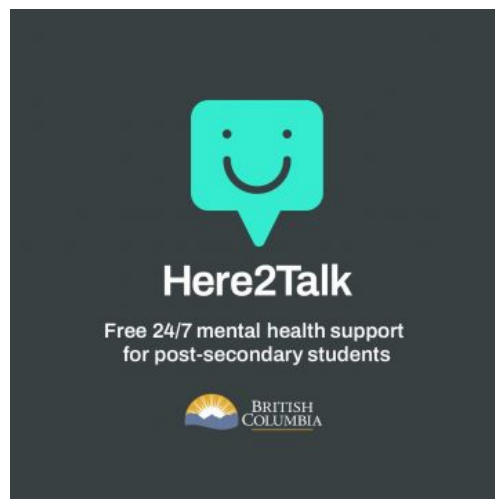
### Online Resources

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**Here2Talk** provides **free, 24/7** single session mental health support via **phone or chat**. This service ensures that students have access to immediate support whenever they need it, offering a crucial lifeline for those facing stress, anxiety, or other mental health concerns.

Here are other organizations that can help:

- BC Mental Health Support Line
- Canadian Mental Health Association (CMHA) BC Division
- Immigrant Services Society of BC (ISSofBC)
- Foundry BC
- Kelty Mental Health Resource Center



**Download the Here2talk App:** Apple App Store | Google Play

# Places To Go

## ACB CAMPUS

### Metropolis at Metrotown



Here you can find restaurants, groceries, major brand-name fashion retailers, home stores, clothing, school supplies and so much more.

**4700 Kingsway, Burnaby, BC V5H 4M5**

### Denny's Diner



Denny's Diner, known for its classic American menu and welcoming atmosphere, offers a special deal for students of Alexander College: a **15% discount on their meals**.

**5605 Kingsway, Burnaby, BC V5H 2G4**

### Subway



Subway offers a convenient solution with their customizable sandwiches that provide a **balanced and satisfying meal** at a budget-friendly price.

**4747 Kingsway Burnaby, BC V5H 2C3**

# Places To Go

## ACV CAMPUS



### Pacific Center

Here you can find a food court, pharmacy, major brand-name fashion retailers, home stores and so much more.

**701 W Georgia St, Vancouver, BC V7Y 1G5**



### Gastown

Known for its whistling Steam Clock and mix of souvenir shops, indie art galleries and decor stores in Victorian buildings.

**305 Water St, Vancouver, BC V6B 1B9**



### Robson Shopping District

Known for its vibrant and energetic atmosphere, filled with a wide selection of restaurants and cafes, serving as a magnet for locals and tourists alike.

**Robson Street, Vancouver, BC**

# ARE YOU LOOKING TO CONTACT US?

## BURNABY (ACB)

4805 Kingsway

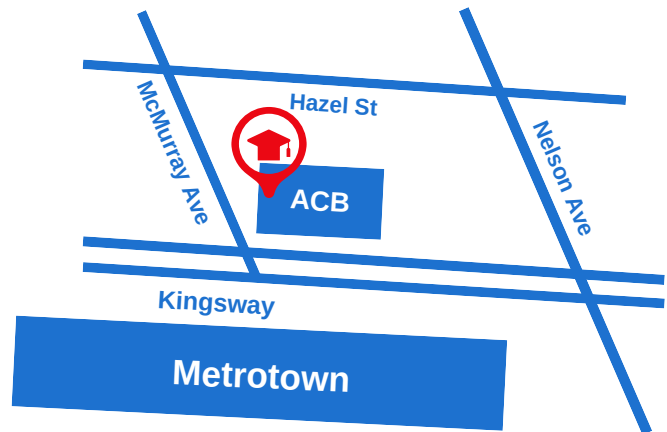
Burnaby, BC, V5H 4T6

### Operating Hours

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

Friday from 8:00am - 6:00pm

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



## VANCOUVER (ACV)

570 Dunsmuir St

Vancouver, BC V6B 1Y1

### Operating Hours

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

Friday from 8:00am - 6:00pm

Phone: 604-435-5815







**THANK YOU**  
**HAVE A GREAT SEMESTER!**

**OUR SOCIAL MEDIA:**



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