



CONTINUING
STUDIES

Student Handbook

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The information contained in the Okanagan College Continuing Studies Student Handbook is subject to change and revisions. While every effort is made to ensure that the content remains valid for the period indicated, the College recognizes that changes may occur. The information in this 2013/2014 Student Handbook is current as of August 28, 2013. For complete and up-to-date information on Okanagan College Policies & Regulations, Services and Programs, visit our website at www.okanagan.bc.ca, call toll free at 1-888-638-0058, or contact your nearest Okanagan College campus or centre.

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GETTING STARTED

STUDENT ID

Your Okanagan College student ID is printed on your course schedule. This unique nine-digit number is used to identify all your student records.

myOKANAGAN

Your myOkanagan account allows you to access web-based College services remotely, and can be accessed from any computer with internet access. You will find student records, grades, course schedules, online courses, college wireless network, college email account, T2202A tax forms, etc.

To access your myOkanagan account:

- www.okanagan.bc.ca click on Current Students and select **myOkanagan**
- Enter your Okanagan College ID in the user name field
- Enter your password in the password field

A default password is automatically created when your Okanagan College ID was created. The default password is your date of birth in (MM/DD/YY). To protect yourself and your personal information, create your own password the first time you log in.

COMPUTER/INTERNET ACCESS

All students are given a Windows network account to use Okanagan College computers and printers on campus. Your Windows ID is your nine-digit Okanagan College Student ID. Change your password once you have logged in by pressing CTRL+ALT+DEL and selecting "Change Password". Free internet access is provided to Okanagan College students on campus using either a College computer or your personal laptop. Both options require your Student ID number and password.

EMAIL

The College communicates with students using electronic communication - in particular, email - in lieu of many paper-based processes. Students may change their email address by updating the email address in their myOkanagan account or by providing written notice of the change to the Registrar's Office in Kelowna or the Administration office in Salmon Arm, Revelstoke, Vernon or Penticton.

MOODLE

Moodle is an online course-delivery system that your instructor may use to supplement face-to-face teaching. If your instructor uses Moodle you will be given training once the class begins. To access Moodle, log in to myOkanagan and click the Moodle icon.

PRINTING

Students and guest users of Okanagan College printers and copiers are responsible for purchasing print/copy credits; this can be done two ways:

- 1) You may purchase credit online via PayPal (you can set up an account, use your existing account, or access PayPal as a visitor and pay by credit card), or
- 2) You may purchase a voucher at any Okanagan College Campus Store or, if after hours, you may purchase a voucher from the OC Campus Library.

For more information visit: www.okanagan.bc.ca/payperprint

PROBLEMS?

If you are having problems accessing your email, myOkanagan or your Windows account, contact the IT Helpdesk at 250-762-5445, local 4444.

TUITION FEES

PROGRAM DEPOSITS

Program deposits are applied to tuition fees and are non-refundable, non-transferable, and non-deferrable. If an extenuating circumstance occurs (a serious health issue documented by a doctor), you can appeal in writing to the Continuing Studies Associate Director.

TUITION FEES

For a copy of the current tuition fee schedule, please refer to the OC website at

http://www.okanagan.bc.ca/Current_Students/registrar/Fee_Payment.html

Post-dated cheques are not accepted. NSF cheques must be replaced with a certified cheque or cash; a charge of \$25 will be levied for a NSF cheque. Fees are payable by cheque, money order, cash or debit.

INCOME TAX RECEIPTS FOR TUITION

Courses taken at a post-secondary institution may be eligible for a tax credit. Access your T2202A online through myOkanagan.bc.ca. Tax credits are available for printing after February 28 of each year. Okanagan College DOES NOT mail tax receipts. Please refer to CRA tax Handbooks to determine your eligibility for this tax credit.

REFUNDS

If you formally withdraw from a program by the prescribed deadline, you are eligible for a refund of a portion of the fees paid. Non-attendance does not constitute a formal withdrawal.

- A full refund, minus the \$200 non-refundable deposit, will be issued if a request to withdraw is received at least 10 business days prior to the program start date.
- If a request to withdraw is received with less than 10 business days in advance of the program start date, no refund will be issued for the first course; a full refund will be issued for all remaining courses that have not begun.
- Students who withdraw after the start of a program will receive a refund only for those courses not yet started.

Exceptions are made on compassionate grounds only. In such cases, a request to withdraw, accompanied by appropriate documentation (medical note), must be submitted prior to the end of the course. Under no circumstance will a refund be granted for a request received after the end of a certificate program. Students must complete a Request to Withdraw from Certificate Program form and submit it to Continuing Studies within the timelines noted above.

Refunds may take up to four weeks to process. All refunds will be issued by cheque. Refunds do not include the cost of books, supplies, meals, travel expenses or other non-tuition charges.

IN THE CLASSROOM

ABSENTEEISM

Regular and punctual attendance is expected of you in all classes and class activities, including practicum, lectures, labs, and workshops. Attendance may be a necessary condition for completing a course satisfactorily. Program specific guidelines may exist and, if so, they will take precedence.

If you are absent because of illness or some other acceptable cause, you are responsible for class work or assignments missed. If repeated or prolonged absences are due to illness, you should contact your instructor to determine accommodation for continuing your studies. You may be requested to submit a medical note. If you are unable to contact your instructor, contact the Continuing Studies department. If you know you are going to be absent from class it is always best to inform the instructor at the earliest opportunity.

COURSE OUTLINES

At the start of each course, your instructor will provide you with a course outline that contains the following information:

- Course Goals and Objectives
- Resources, textbooks, materials (if required)
- Assessments, grading and due dates of assignments, tests and exams

EXAM PAPERS

Final exam papers become the property of the College and remain in the possession of the College until destroyed by the College. Final exam papers will be retained until six months after the College year in which the exam was written.

EXAM REWRITES

For some certificate courses it is possible for a student to request a rewrite exam when the final course mark is less than the required passing grade. Students will only be allowed one rewrite per certificate program. The fee for the rewrite is \$100. In all cases, the mark from the rewrite exam will become the final grade.

FINAL EXAMS - OUT-OF-TIME

Students are required to write final exams at the scheduled time unless there is an **exceptional** circumstance. See the Okanagan College Calendar for a definition of an exceptional circumstance. In the event of an exceptional circumstance, students may apply to write a final exam at a time other than the regularly scheduled time. These exams are referred to as out-of-time final exams. Student may apply to write an out-of-time final exam by submitting a completed form to the Director of Continuing Studies.

GRADES

Students are required to attain a minimum of 60% (unless otherwise specified) in each course of a certificate program. Failure in any one of the courses will preclude the student from attaining a certificate or participating in the practicum portion of a program.

Okanagan College's standardized grading system uses final percent grades to determine semester and cumulative grade averages. Transcripts will include a percentage grade for each course.

GRADE APPEAL

You have the right to appeal a course grade, if you have reason to believe the grade is inaccurate. You can request a formal review of your course work within 21 days of the final grade being posted on myOkanagan. Consult the Okanagan College calendar on how to proceed with an appeal.

GRADE NOTIFICATION

Grades will be posted and available to students through myOkanagan, under the "student" tab. Your grades for the current term cannot be viewed until Okanagan College has completed the grading process. Staff cannot give grades to students over the phone or in person.

PRACTICUM PLACEMENT

The practicum experience is your opportunity to practice the skills you have learned in the classroom. Each placement location is busy and the staff you work with will expect you to be prepared and professional. Failure in any one of the courses prior to the practicum start date will preclude a student from participating in the practicum portion of the program.

Students who commit to a certificate program must be flexible and available for their practicum, which will be comprised of variable shifts. Locations of practicums vary and are assigned by Okanagan College.

A handbook will be provided to students prior to the practicum start date clearly outlining the practicum procedures, policies, grading structure and objectives. A practicum placement is not a guarantee of employment.

ACADEMIC HONESTY

STUDENT CONDUCT

At Okanagan College, disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of Okanagan College,” as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course, to suspension from Okanagan College.

CHEATING

Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination. Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

PLAGIARISM

Plagiarism is defined as the presentation of another person’s work or ideas without proper or complete acknowledgement. Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication *Plagiarism Avoided: Taking Responsibility for your Work*. This guide is available through the College Campus Store or online.

PENALTIES FOR OFFENSE

Okanagan College does not tolerate cheating or plagiarism. All instructors actively check for cheating and plagiarism. All incidents of cheating or plagiarism are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Director of Continuing Studies and the Registrar record and monitor all instances of cheating and plagiarism. Penalties for cheating and plagiarism reflect the seriousness and circumstances of the offence and the range of penalties include suspension or expulsion from Okanagan College.

STUDENT SERVICES

As an Okanagan College student, you can access a variety of student and College services to help you succeed as a student. Do you have a personal or study issue that you need help in resolving? Okanagan College has staff and resources available to help.

ABORIGINAL SERVICES

The Aboriginal Access & Services supports Aboriginal learners interested in applying to and studying at Okanagan College. They provide easy-to-access resources in a friendly environment to help Aboriginal students reach their potential.

COUNSELLING SERVICES

Counselling Services are caring, competent counsellors who have the expertise to respond to the wide variety of personal, academic and social issues that adult students may face during their academic experience. Personal, emotional and academic problems are a normal part of student life. One of the most helpful ways of dealing with problematic situations and feelings is to talk them through with an experienced counsellor.

DISABILITY SERVICES

Okanagan College offers accommodation services for students with medically documented disabilities. They work together with students to support their success by helping to reduce barriers.

LEARNING CENTRE/STUDENT SUCCESS CENTRE

There are Learning Centres/Student Success Centres in Revelstoke, Salmon Arm, Vernon, Kelowna and Penticton. This is a welcoming place where Okanagan College students can find assistance beyond their regular class time. The Centres offer one-to-one and small group learning assistance in reading, writing, mathematics, science, critical thinking, computer skills, and learning strategies. This service is free of charge, and available to current Okanagan College students.

CAMPUS SERVICES

CAMPUS STORES

Okanagan College Campus Stores are located in Kelowna, Vernon, Penticton, and Salmon Arm. Textbooks, school supplies and Okanagan College promotional clothing and gifts are available at each campus store. If you are unable to make it in to the store during business hours, we would be happy to take your phone order and place your purchased merchandise in the office or library for your convenience. Please see each store for operating hours and general information.

LIBRARY

Okanagan College Library provides library services, collection resources and facilities to all Okanagan College students. The Library has study areas, access to computer workstations, library research and reference services, and computer printing and photocopy services at a low cost.

GENERAL INFORMATION

CANCELLATION

In the case of extreme weather conditions or an urgent re-scheduling change, classes may be cancelled. Should this occur, you will be notified by email or phone. Please check your myOkanagan email account regularly.

CELL PHONE USE AND ETIQUETTE

When in classes, meetings or during presentations, cell phones are to be set to 'vibrate' or 'silent' mode. Only calls and text messages of an urgent or emergency nature should be taken, and if such calls/text messages require an answer, you should exit the room to an area where you are not disturbing others. Cell phone use is not permitted during exams.

CONCERNS

Students experiencing a problem in a program should attempt to resolve the issue first with their instructor. If unresolved, the issue should be brought to the attention of the Program Coordinator responsible for the program.

CONVOCATION & COMMENCEMENT

Commencement ceremonies are held annually in Kelowna and Vernon. Ceremony dates vary for each location. For information about Commencement (including dates, times, and locations), check the Ceremonies webpage at www.okanagan.bc.ca/ceremonies.

DIRECTOR'S LIST

Students are recognized and acknowledged upon completion of a Continuing Studies Certificate by having their name on the Director's List. Their transcript shall be annotated and they shall receive a letter of commendation from the Director. To qualify, students must have completed all courses of a Certificate at Okanagan College, achieve a program grade average of at least 90%, and receive a recommendation by the instructor.

PARKING

Paid parking is in effect during the day in Kelowna, Vernon and Penticton. There is no charge for parking in the evenings (after 6 p.m.) or on weekends.

PHOTO ID

Students enrolled in a Certificate program that includes a practicum placement require photo ID. To obtain your photo ID, please bring a copy of your registration papers and a photo ID to your campus or centre. For more information, please visit: http://www.okanagan.bc.ca/Campus_and_Community/employees/Ancillary-Business-Services/Photo_ID_-_Students.html

STUDENT ASSOCIATION

The Student Association organizes and promotes various social, cultural and recreational activities for students. Continuing Studies students are encouraged to attend these events.

TRANSCRIPTS/CERTIFICATES

To qualify for an Okanagan College Certificate, students must successfully complete all mandatory courses in the Certificate program. Upon successful completion, an official transcript and an Okanagan College Certificate will be mailed to the home address we have on file. If you moved during your program, please ensure to update this on myOkanagan or advise our office of your new address. Certificates take approximately six to eight weeks to process.

SAFETY

EMERGENCY

If there is an emergency, call the OC campus security emergency line at local 6699 from any campus phone or call 911. If 911 is called first, please follow up immediately by calling local 6699 or 250-317-2435 after hours or on the weekend.

FIRST AID

First aid attendants are on campus during the day. Contact the Administration Office, or press '0' for assistance on any campus phone.

SMOKING POLICY

Smoking is restricted to designated outdoor smoking areas on College property.

WALK SAFELY

As a safety precaution, if you require a security escort to your vehicle, please contact Campus Security. This service is available at campuses with regularly scheduled security personnel.

OKANAGAN COLLEGE CAMPUSES & CENTRES

Kelowna

Phone: 250-862-5480

Toll free: 1-888-638-0058

Email: cscentral@okanagan.bc.ca

Oliver-Osoyoos

Phone: 250-498-6264

Toll free: 1-866-510-8899

Email: cssouth@okanagan.bc.ca

Penticton

Phone: 250-492-4305

Toll free: 1-866-510-8899

Email: cssouth@okanagan.bc.ca

Revelstoke

Phone: 250-837-4235

Email: csrevelstoke@okanagan.bc.ca

Salmon Arm

Phone: 250-804-8888

Toll free: 1-866-352-0103

Email: csshuswap@okanagan.bc.ca

Summerland

Phone: 250-494-1300

Toll free: 1-866-510-8899

Email: cssouth@okanagan.bc.ca

Vernon

Phone: 250-545-7291

Toll free 1-800-289-8993

Email: csnorth@okanagan.bc.ca

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