

# JUST THE FACTS

Winter 2021



# Contents

|  |    |
|--|----|
| REGISTRATION PROCEDURES.....   | 3  |
| FEE PAYMENT FOR NEW AND RETURNING STUDENTS .....                                       | 3  |
| PAYMENT METHODS .....  | 3  |
| CHOOSING AN ELECTIVE .....   | 3  |
| ABOUT YOUR FEES 2020/2021.....   | 4  |
| TUITION FEES .....   | 5  |
| FEE PENALTIES .....  | 5  |
| TOTAL CONTACT HOURS and YOUR TUITION .....   | 5  |
| PART TIME STATUS.....  | 5  |
| WITHDRAWAL FROM YOUR PROGRAM .....   | 5  |
| RECEIVING A REFUND.....  | 6  |
| IMPORTANT THINGS TO KNOW - Academic.....   | 6  |
| DROPPING or ADDING A COURSE.....   | 6  |
| ACADEMIC STANDING .....  | 7  |
| <i>Academic Standing: Good</i> .....   | 7  |
| <i>Academic Standing: Warning</i> .....  | 7  |
| <i>Academic Standing: Probation</i> .....  | 7  |
| <i>Academic Standing: Dismissal Mode (Dismissal 1, Dismissal 2, Dismissal 3)</i> ..... | 7  |
| READMISSION POLICY.....  | 7  |
| EXAMINATION POLICY .....   | 8  |
| IMPORTANT DATES TO REMEMBER .....  | 8  |
| GRADE RETRIEVAL .... How to Get Your Grades.....                                       | 9  |
| ACADEMIC GRADE REVIEW POLICY .....   | 9  |
| IMPORTANT THINGS TO KNOW - Other.....  | 9  |
| STUDENT IDENTIFICATION VALIDATION POLICY.....  | 9  |
| <i>Usernames and Passwords for PeopleSoft and Academic Computing</i> .....             | 9  |
| TRANSCRIPTS .....  | 10 |
| DIPLOMA / CERTIFICATES .....   | 10 |
| PROOF of ENROLMENT .....   | 10 |
| GRADUATION LETTER.....   | 10 |
| NAME CHANGE .....  | 11 |
| ADDRESS CHANGE.....  | 11 |
| T2202.....   | 11 |
| RELEASE OF PERSONAL INFORMATION .....  | 11 |
| REGISTRAR’S OFFICE – Contact Information and Hours of Operation.....                   | 12 |
| DOMESTIC STUDENT HEALTH INSURANCE PLAN 2020-2021.....                                  | 12 |
| <i>Prescription Drugs (Pay-Direct)</i> .....   | 12 |

|  |    |
|--|----|
| <i>Accident and Medical</i> .....                          | 13 |
| <i>Vision Benefits</i> .....                               | 13 |
| <i>Health Insurance Cards and Claims Submission</i> .....  | 13 |
| INTERNATIONAL STUDENT HEALTH INSURANCE PLAN 2020-2021..... | 13 |
| FINANCIAL AID and AWARDS .....                             | 14 |
| OSAP (Ontario Student Assistance Program) .....            | 14 |
| OSAP TUITION DEFERRAL/DEPOSIT .....                        | 14 |
| OSAP PROCESS .....   | 14 |
| OSAP BURSARIES .....                                       | 14 |
| AWARDS .....   | 14 |
| STUDENT SERVICES .....                                     | 15 |
| STUDENT WITH DISABILITIES .....                            | 15 |
| LIBRARY SERVICE .....                                      | 15 |
| PEER TUTORING SERVICE .....                                | 15 |
| ACCOMMODATION STATEMENT .....                              | 16 |
| PRIVACY ACT AND NOTICE OF DISCLOSURE .....                 | 16 |

# REGISTRATION PROCEDURES

## FEE PAYMENT FOR NEW AND RETURNING STUDENTS

Your student invoice outlines your current account summary. If you have not already paid your Winter fees in full, the remainder of your fees are due by **December 4th, 2020**. We cannot guarantee that a position will be held for you if you do not pay the balance of your fees by the deadline date.

If you are going to pay your full year's tuition, please remit payment *by the due date*, to the College using one of the payment methods mentioned below.

**If you have applied for OSAP**, the balance of your tuition is due upon receipt of your OSAP funds. OSAP should automatically redirect proceeds towards your tuition. If, by chance, this did not occur, it is the student's responsibility to ensure tuition is paid in full by the end of each semester. For further information, please speak with a representative in our Financial Aid Department.

**If you are being sponsored by WSIB, DIA, MCSS**, etc. please complete an Agency Sponsor form and return it to the College. In order to process your registration, we must have a sponsorship letter from your sponsoring agency on file at the College as well as the signed Agency Sponsor form from you.

## PAYMENT METHODS

We encourage you to pay for your tuition using one of the following methods:

**Through your bank:** fees can be paid through all major Financial Institutions using either online or telephone banking. You will need to set up 'St. Clair College' as a payee, the account number is your 7 digit student ID if they require 8 digits add an extra (0) at the front making it 8 digits. Please allow 3 business days from the date of payment to show on your student account.

**International Payment Options:** Overseas payments should be made online using our payments platform WU® GlobalPay for Students.

You can pay online or by bank transfer in the currency of your choice. [Click here](#) for more information



**Please Note:** As of September 30<sup>th</sup>, 2017, St. Clair College will no longer accept credit cards as a form of payment for tuition. We encourage students to pay using online banking through their financial institution.

## CHOOSING AN ELECTIVE

Should you need to choose an elective (i.e. ELEC appears on your course list). Please use the elective listing and register for your elective on your SIS - mySt.Clair portal. Elective information will be released to students early January 2021 for the Winter semester and can be found at <http://www.stclaircollege.ca/registrar/>

# ABOUT YOUR FEES 2020/2021

| EXAMPLE OF ANNUAL STANDARD (Compulsory) TUITION FEES FOR A FIRST-YEAR STUDENT |                   |                   |                    |                    |                   |                   |                    |
|---|-------------------|-------------------|--------------------|--------------------|-------------------|-------------------|--------------------|
| FEES  | WINDSOR           | CHATHAM           | INTL WINDSOR       | INTL CHATHAM       | USA WINDSOR       | USA CHATHAM       | ACE ACUMEN         |
| Standard Tuition  | 2722.62           | 2722.62           | 13,640.76          | 13,640.76          | 7,841.39          | 7,841.39          | 13,640.76          |
| Student Buildings - Windsor Building Operating                                | 125.00            | N/A               | 125.00             | N/A                | 125.00            | N/A               | 125.00             |
| Student Buildings - Windsor - Academic Tower/Student Centre Expansion         | 100.00            | N/A               | 100.00             | N/A                | 100.00            | N/A               | N/A                |
| Student Buildings - Chatham Building Operating                                | N/A               | 75.00             | N/A                | 75.00              | N/A               | 75.00             | N/A                |
| Student Buildings - Chatham Student Centre Capital                            | N/A               | 150.00            | N/A                | 150.00             | N/A               | 150.00            | N/A                |
| Student Buildings - Chatham - Healthplex Capital Equipment Renewal            | N/A               | 100.00            | N/A                | 100.00             | N/A               | 100.00            | N/A                |
| Student Achievement and Records - Graduation                                  | 35.00             | 35.00             | 35.00              | 35.00              | 35.00             | 35.00             | 35.00              |
| Student Achievement and Records - Transcripts                                 | 20.00             | 20.00             | 20.00              | 20.00              | 20.00             | 20.00             | 20.00              |
| Health Insurance  | 232.00            | 232.00            | 535.00             | 535.00             | 535.00            | 535.00            | 535.00             |
| Athletics & Recreation - Windsor Capital                                      | 150.00            | N/A               | 150.00             | N/A                | 150.00            | N/A               | N/A                |
| Athletics & Recreation - Windsor Operating                                    | 175.00            | N/A               | 175.00             | N/A                | 175.00            | N/A               | 175.00             |
| Athletics & Recreation - Chatham Operating                                    | N/A               | 175.00            | N/A                | 175.00             | N/A               | 175.00            | N/A                |
| Academic Support - Student Representative Council                             | 112.50            | N/A               | 112.50             | N/A                | 112.50            | N/A               | 112.50             |
| Academic Support - Thames Student Incorporated                                | N/A               | 112.50            | N/A                | 112.50             | N/A               | 112.50            | N/A                |
| Academic Support - St. Clair College  | 62.50             | 62.50             | 62.50              | 62.50              | 62.50             | 62.50             | 62.50              |
| Campus Safety - Windsor Campus  | 25.00             | N/A               | 25.00              | N/A                | 25.00             | N/A               | 25.00              |
| Campus Safety - Chatham Campus  | N/A               | 25.00             | N/A                | 25.00              | N/A               | 25.00             | N/A                |
| SRC Membership Fee  | 50.00             | 50.00             | 50.00              | 50.00              | 50.00             | 50.00             | 50.00              |
| Alumni Ass. Membership Fee  | 50.00             | 50.00             | 50.00              | 50.00              | 50.00             | 50.00             | 50.00              |
| Career Services   | 20.00             | 20.00             | 20.00              | 20.00              | 20.00             | 20.00             | 20.00              |
| Student ID Cards  | 20.00             | 20.00             | 20.00              | 20.00              | 20.00             | 20.00             | 20.00              |
| Health & Counselling  | 35.00             | 35.00             | 35.00              | 35.00              | 35.00             | 35.00             | 35.00              |
| <b>Total Tuition &amp; Ancillary Fees</b>                                     | <b>\$3,934.62</b> | <b>\$3,884.62</b> | <b>\$15,155.76</b> | <b>\$15,105.76</b> | <b>\$9,356.39</b> | <b>\$9,306.39</b> | <b>\$14,905.76</b> |

*Please Note: The College reserves the right to change, amend or alter fees as necessary without notice or prejudice.*

## TUITION FEES

1. Students enrolled in programs longer than two semesters per year will pay additional fees.
2. Health Insurance fees are pro-rated according to program start date.
3. A list of fee descriptions and program applicable material fees are available on the College website. [Click Here](#) for more information.
4. Optional fees, such as lockers and parking, books, and deposit/deferrals are not shown.

## FEE PENALTIES

- Full time students who have not registered and paid fees by the registration deadline indicated on their registration letter for the Winter 2021 semester, may be allowed to pay their fees and register if there is still room in the program.
- Notification of outstanding tuition fees will begin approximately 30 days after the beginning of each new semester. Academic results and graduation certificates/diplomas will be withheld if you have outstanding tuition fees.
- ***You may not re-register if you have an outstanding debt with the College.***
- We cannot guarantee your place in the program or course if payment or financial arrangements are not made at the time of registration.

## TOTAL CONTACT HOURS and YOUR TUITION

If you register in courses that bring your total contact hours above the normal contact hours of your program for a semester, you will be subject to an additional fee. Domestic students will be charged at the rate of \$6.11 per additional contact hour and International students at the rate of \$25.00 per additional contact hour. If you register in deregulated program courses, you will also be subject to an increased additional fee per additional contact hour (varies by program).

## PART TIME STATUS

To be assessed as a part time student, you must be registered for less than 66 2/3% of the suggested courses for your semester and 70% of the hours associated with your semester registration.

## WITHDRAWAL FROM YOUR PROGRAM

Should you decide to withdraw from the College, it is your responsibility to complete an official College Withdrawal Form and submit it to the Registrar's Office at [info@stclaircollege.ca](mailto:info@stclaircollege.ca) on, or before, the deadline date \* Non-attendance does not mean "withdrawal". (\* Deadline dates are posted on the Registrar's Office website). You can find the form here: <https://www.stclaircollege.ca/forms>

If you fail to complete an official College Withdrawal Form and submit it to the Registrar's Office, you will be liable to the College for any and all outstanding fees for which you have been assessed and have not paid for the semester in which the withdrawal occurs (see Receiving a Refund). An encumbrance may be placed against your record should you fail to follow the official withdrawal procedures.

Students who are not granted Ontario Student Assistance Program (OSAP) funds or who have a fee deferral deposit on file with the College, should take special note of the paragraph above. Please be sure to complete a College Withdrawal Form regardless of when you find it necessary to leave during the semester. A College Withdrawal Form will be mailed to you if requested by phone. However, the telephone contact does not make the withdrawal official. Only a receipt by the Registrar's Office of a completed, signed Withdrawal Form makes the withdrawal official. The original Withdrawal form or an emailed copy will be accepted to [info@stclaircollege.ca](mailto:info@stclaircollege.ca).

For International withdrawals, please follow link: <https://www.stclaircollege.ca/international/withdrawal-refundpolicy>



## RECEIVING A REFUND

You will receive a refund for all but \$100.00 (\$2,500 for International and U.S.A. Students) of a semester's tuition if your withdrawal is received by the Registrar's Office up to and including the tenth day of classes in the semester. If you fail to withdraw during this period, you will be liable for any and all tuition assessed for the semester.

If you withdraw from the College after the tenth day of classes in any semester, you will be refunded only that portion of fees which has been paid for future semesters (see Important dates to Remember for deadline dates).

If you would like a refund for a credit on your account you can do this in your [SIS](#) – Self Service – Campus Finances – Request a Refund. Instructions can be found online. <https://www.stclaircollege.ca/sites/default/files/inline-files/Students-How-to-Request-a-Refund.pdf>

# IMPORTANT THINGS TO KNOW- Academic

## DROPPING or ADDING A COURSE

You must see the appropriate program/subject Chair, or Co-ordinator if you wish to add a course(s) or withdraw from a course(s).

You may **“add”** courses during the first 10 (ten) days from the start of classes.

Students who **“drop”** courses during the first 10 (ten) days from the start of classes, will not have these classes recorded on their transcripts. In addition, dropping classes at this time could affect fees and student full time status. If you have questions, please ask the Registrar's Office for further clarification before dropping classes.

As of day 11 (eleven) of class you may **“drop”** courses within the first two-thirds (2/3) of a given semester. If you drop courses during this time period you will notice that “DROPPED”, “DROP”, or “DR” will appear on your record.

You may be permitted to drop a course(s) after the **“drop”** period, excluding the last week of any semester, with the permission of the academic Chair. Grades of Withdraw/Passing (WP) or Withdraw/Failing (WF) will be assigned by the instructor(s) based on your performance at the time of withdrawal. It is your responsibility to complete the paperwork for the assignment of a 'WP' or 'WF'. While 'WF' is calculated in the Grade Point Average for the semester, 'WP' is not. (see Important dates to Remember for deadline dates).

### IMPORTANT:

- **NO REFUND will be given for courses dropped after the first 10 days of classes or for Advanced Standing requested after the first 10 days of classes.**
- **NO COURSE(S) CAN BE ADDED after the first 10 days of classes in any semester.**
- **NO COURSE(S) CAN BE DROPPED during the last week of any semester.**

**\*PLEASE NOTE:** If adding a course(s) brings your course contact hours above the program maximum hours, additional fees will be assessed (see Total Contact Hours and Your Tuition).

It is your responsibility to ensure that your Account Summary matches the timetable that you are following. For example, if after registering, any changes in courses or sections occur in your program, you must see the appropriate program/subject Chair or Co-ordinator to correct your registration. Please remember, that if you remain registered in a course you are not taking, an “F” grade will automatically be assigned to that course on your grade report and your transcript. If you take a course which is not listed on your registration, you will not receive credit for the work you have done in that course.

## ACADEMIC STANDING

To be academically eligible to graduate from a program at St. Clair College a student must pass all required courses and achieve a 2.00 Grade Point Average in the courses related to that program. In cases of sub-standard performance, students will receive one of the following standings: academic warning, academic probation, or academic dismissal.

A student on academic warning or probation may be required to successfully complete failed courses before proceeding in the program.

Provisions of this policy may not apply to certain programs. Any other exceptions to the regular policy for academic standing will appear in the program descriptions in the current issue of the handbook.

### *Academic Standing: Good*

A student will receive academic good standing at the end of a semester when the student has successfully completed all courses and received a Grade Point Average of 2.00 or greater.

### *Academic Standing: Warning*

A student will receive an academic warning at the end of a semester if the student has failed 1 to 15% of the program credit hours.

### *Academic Standing: Probation*

A student will be placed on academic probation at the end of a semester if the semester Grade Point Average falls below 2.00 or if the student fails 16 to 32% of the credit hours.

### *Academic Standing: Dismissal Mode (Dismissal 1, Dismissal 2, Dismissal 3)*

A student will receive an academic "dismissal" if he/she:

1. Fails 3 or more courses, or
2. Fails 33% or more of the program credit hours, or
3. Any student that has been previously placed on probation and their next consecutive semester calculates a 2nd probation, the student will automatically be placed on a 1st Dismissal, or
4. Fails the same course twice.
5. Is on probation following re-admission to a program and fails to achieve a semester Grade Point Average of 2.00 by the next evaluation period.

## READMISSION POLICY

Students who receive an initial dismissal from a program must apply for re-admission through the Academic Dept.

Students who are re-admitted in accordance with above, will be placed on probation and must achieve a semester Grade Point Average of 2.00 by the next evaluation period. If a student fails to meet such requirements, the student will be dismissed (2nd dismissal) and will not be eligible for re-admission into that program under any conditions for a period of two years from the start of the semester from which the student was dismissed. During this time, the student may re-apply to another program.

A student who has been dismissed three times from any post-secondary program at St. Clair will not be eligible to enroll in another full time St. Clair College post-secondary program for a period of two years from the start of the semester from which the student was dismissed.

For students whose dismissal pre-dates this policy, implementation of their re-admission will be at the discretion of the Chair.

## STUDENTS SEEKING RE-ADMISSION

One of the first steps required in order to be considered for re-admission, is to contact the Student Success Centre



([rinnes@stclaircollege.ca](mailto:rinnes@stclaircollege.ca)) to arrange for an Accuplacer/MyLab Writing assessment. For more information regarding the Student Success Centre and services and supports that are available to assist all St. Clair College students with English language, reading and writing skills at the College level visit our [Student Success Centre](#) page.

## EXAMINATION POLICY

A student who is unable to write an examination at the scheduled time must notify the faculty, in writing with supporting documentation as soon as the examination conflict becomes known to them. Deferral of an examination will be considered for the following circumstances: Religious Grounds, Medical Grounds and Compassionate Grounds or Extenuating Circumstances. Vacations and sports practices are not suitable grounds for deferred examination. Supporting documentation must be provided along with the request (death certificate etc.). Failure to notify faculty of issue pertaining to deferral in a timely manner constitutes grounds to reject the request.

## IMPORTANT DATES TO REMEMBER

### **WINTER 2021**

| CAMPUS                                   | CODE | PROGRAM NAME                                | AAL | TERM       | WEEKS     | START DATE       | END DATE         | ADD/ W'DRAW      | DROP DATE        |
|--|------|---|-----|------------|-----------|------------------|------------------|------------------|------------------|
| <b>All Programs - unless noted below</b> |      |   |     | <b>21W</b> | <b>13</b> | <b>1/18/2021</b> | <b>4/23/2021</b> | <b>1/29/2021</b> | <b>3/25/2021</b> |
| SOUTH                                    | B992 | Child and Youth Care                        | A02 | 21W        | 10        | 12/7/2020        | 3/12/2021        | 12/18/2020       | 2/18/2021        |
| SOUTH                                    | B992 | Child and Youth Care                        | A05 | 21W        | 10        | 12/7/2020        | 3/12/2021        | 12/18/2020       | 2/18/2021        |
| SOUTH                                    | B992 | Child and Youth Care                        | A08 | 21W        | 10        | 12/7/2020        | 3/12/2021        | 12/18/2020       | 2/18/2021        |
| SOUTH                                    | H258 | Veterinary Technician                       | A02 | 21W        | 17        | 1/11/2021        | 5/7/2021         | 1/22/2021        | 4/8/2021         |
| SOUTH                                    | H258 | Veterinary Technician                       | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H795 | Respiratory Therapy                         | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H795 | Respiratory Therapy                         | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H795 | Respiratory Therapy                         | A06 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H800 | Dental Hygiene                              | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H800 | Dental Hygiene                              | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H800 | Dental Hygiene                              | A06 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H837 | Medical Laboratory Science                  | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H837 | Medical Laboratory Science                  | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H840 | Paramedic                                   | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H840 | Paramedic                                   | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | H850 | Collaborative Nursing                       | A02 | 21W        | 17        | 1/11/2021        | 5/7/2021         | 2/3/2021         | 3/17/2021        |
| SOUTH                                    | H850 | Collaborative Nursing                       | A04 | 21W        | 17        | 1/11/2021        | 5/7/2021         | 2/3/2021         | 3/17/2021        |
| SOUTH                                    | H850 | Collaborative Nursing                       | A08 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 2/3/2021         | 3/17/2021        |
| CHATHAM                                  | K940 | Paramedic (Chatham)                         | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| CHATHAM                                  | K940 | Paramedic (Chatham)                         | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| CHATHAM                                  | K950 | Collaborative Nursing (Chatham)             | A02 | 21W        | 17        | 1/11/2021        | 5/7/2021         | 2/3/2021         | 3/17/2021        |
| CHATHAM                                  | K950 | Collaborative Nursing (Chatham)             | A04 | 21W        | 17        | 1/11/2021        | 5/7/2021         | 2/3/2021         | 3/17/2021        |
| CHATHAM                                  | K950 | Collaborative Nursing (Chatham)             | A08 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 2/3/2021         | 3/17/2021        |
| SOUTH                                    | T207 | Heating, Refrigeration and Air Conditioning | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T207 | Heating, Refrigeration and Air Conditioning | A04 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T941 | Power Engineering Technology Mechanical     | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T941 | Power Engineering Technology Mechanical     | A05 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T941 | Power Engineering Technology Mechanical     | A08 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T942 | Power Engineering Technician                | A02 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |
| SOUTH                                    | T942 | Power Engineering Technician                | A05 | 21W        | 15        | 1/11/2021        | 4/30/2021        | 1/22/2021        | 3/29/2021        |

## GRADE RETRIEVAL .... How to Get Your Grades

You will need your St. Clair College user name and password to retrieve your grades on-line through our self-service website <https://campus.stclaircollege.ca>

## ACADEMIC GRADE REVIEW POLICY

If a student wishes to have a final grade reassessed, it is suggested that the student address the concern with the faculty member who conferred the grade. However, in the event an official grade appeal is required, the following two levels of formal appeal are available.

### Step 1

Appeal the final grade by filing an official Grade Appeal Application with the Registrar's Office within **ten (10) college business days** following the release of grades. The student will complete Part A and B of the Notice of Grade Appeal. The Academic Chair will conduct a first level inquiry and attempt to secure a mediated resolution within **eight (8) college business days**.

### Step 2

In the event the Chair has not been able to mediate a resolution of your grade appeal, or if the time line (8 college business days) has passed without a resolution, complete Part C of the Notice of Grade Appeal and file with the Registrar's Office in order to refer the appeal to the College Appeal Panel. The Appeal Panel makes every effort to hold a hearing within **ten (10) college business days**. The Institutional Lead, Program Degree and Accountability, will communicate the decision to the student within **two (2) college business days**.

A \$25.00 fee per course must accompany the application. This fee will be refunded if the review is upheld.

**NOTE:** Time limits are expressed in college business days. [Students' Guide to Grade Appeals](#), [Grade Appeal Policy](#) and [Notice of Grade Appeal Form](#) are all available by the links provided to our website and also available at the Registrar's Office.

# IMPORTANT THINGS TO KNOW- Other

## STUDENT IDENTIFICATION VALIDATION POLICY

To ensure we protect students' privacy and personal information the following will outline the approved processes to access, change, distribute and release student information.

### *Username and Passwords for PeopleSoft and Academic Computing*

For information relating to your accounts and logging into Student Self-Service go to: [I.T. Services](#)

Your Student Self-Service account will provide you with access to your schedule of classes, financial information, course electives and grades, amongst other important information.

St. Clair College can also reach IT support via live chat, phone or email. <https://www.alphakor.com/support/scc> Live support is available 8:00 AM – 12:00 AM EST, 7 days a week. Online support is available through chat, audio, and video. If you are trying to reach us after hours, please leave a message through the live chat bubble and we will contact you.

### *Telephone Verification and Opt Out Option*

**Telephone Verification:** In the event the student is unable to attend the IT Consolidated Service Desk in person (i.e. geographic location), the student will be referred to the Registrar (or designate) for validation purposes. The Registrar (or designate) will provide information to the student once verification has been confirmed.

**Opt Out Option:** In the event the student does not want the College to release information over the telephone to anyone, including the student, an opt out form is available. Please see Release of Personal Information.

## TRANSCRIPTS

Transcript requests require a minimum of 3-5 days to process and ready for pick up at the South Windsor Campus, or at that time placed in the mail. Please note that students are allowed 2 (two) free transcripts per academic year. Additional transcript requests can be processed at a fee of \$10 per transcript. Active students should be directed to request transcripts using Self-Service. Transcript requests may also be made:

1. VIA email to [transcripts@stclaircollege.ca](mailto:transcripts@stclaircollege.ca), your email request must contain the following.
  - Student Number
  - Registered Program
  - Social Insurance Number or Date of Birth
  - Current Address
  - Email address where the transcript is to be sent

Upon request, transcripts can be **MAILED** to any educational institution, the student's "Home" or "Local" address providing it matches our Student Information System. **Please note that St. Clair College will send transcripts electronically due to COVID-19 pandemic, please contact [transcripts@stclaircollege.ca](mailto:transcripts@stclaircollege.ca).**

## DIPLOMA / CERTIFICATES

To obtain a diploma or certificate students must complete the "Application for Certificate" form or be in their graduating semester.

Students must provide photo identification when PICKING UP their diploma or certificate.

Diplomas or certificates can be MAILED to the student's "Home" or "Local" address providing it matches our Student Information System.

Two weeks after the official graduation ceremonies (January, June, and October), diplomas or certificates that have not been picked up will be mailed to the student's "Home" address as indicated in our Student Information System.

## PROOF of ENROLMENT

Students attending St. Clair College can print off their own Proof of Enrolment for the semester that they are currently enrolled in, as well as past semesters. To do this, log in through the SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Print Proof of Enrolment".

## GRADUATION LETTER

Students who are in their final semester of their program will have access to print off an International Convocation Letter. This letter is used to show proof that you are in your final semester of a program and may be helpful to assist family members from out of town to attend your upcoming Convocation. To do this, log in through the SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Intl. Convocation Invitation".

Students will be reviewed for program completion approximately 3 weeks prior to the release of final grades, from your last semester. Once this is done, students who have met all requirements will be completed in their program. At that time students who met all requirements will be able to access their Graduation Letter through their SIS. This letter can be used to show completion until you receive your diploma/certificate/advanced diploma at the upcoming Convocation. Students can access their Proof of Graduation Letter through their SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Graduation Letter".

## NAME CHANGE

Students must provide legal documented proof to change their first or last name. (Examples: Marriage certificate, divorce decree, driver's license.)

## ADDRESS CHANGE

If possible, students should be directed to change their address using Self Service. Address changes can also be requested by telephone, if the following information is validated:

- Student Number
- Registered Program
- Social Insurance Number or Date of Birth
- Current Address

## T2202

Students are issued a T2202 tax form at the end of February for all credit course(s) taxable fees at St. Clair College.

Please note that T2202 are for the previous calendar year (January - December) and not based on the school year (September - August).

In addition, the tax form shows fees based on when the classes were taken, and not date of payment. E.g. Payment made in December 2020, but class started in January 2021, this payment would show on the 2021 T2202 form. For more information on how to access this document please visit <https://www.stclaircollege.ca/it-services/sis>

## RELEASE OF PERSONAL INFORMATION

For approved agencies, organizations or individuals (colleges, universities, police, banks, prospective employers, etc.) the Registrar's Office will only:

- Confirm that a student is or has been registered at the College.
- Confirm whether a student has graduated from a specific program.

Please note that no other student information, including educational history, will be released without:

1. The Registrar's Office receiving a signed Consent Form from the student which has been received and validated with photo ID & matching signature.
2. The Registrar's Office receiving a signed Consent Form from the student that has been notarized and verified using photo ID & matching signature.
3. The issuing of a legal warrant.

### Opt Out – Telephone Verification

I, \_\_\_\_\_ do not authorize St. Clair College to release any of my personal or academic information over the telephone, including requests made by myself. The cancellation of this opt out option must be completed through the Registrar's Office.

\_\_\_\_\_

Student Name

Student ID #

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

## REGISTRAR'S OFFICE – Contact Information and Hours of Operation

Should you have any questions or require assistance, please contact the Registrar's Office:

Monday through Thursday between 9:00 a.m. and 5:00 p.m. and Friday between 10:00 a.m. and 4:00 p.m.

Registrar's Office can be contacted by email at [info@stlciarcollege.ca](mailto:info@stlciarcollege.ca)

For a complete listing of the Registrar's Office Program Contacts, please visit  
<https://www.stclaircollege.ca/sites/default/files/inline-files/RO-Chair-Contact-Info.pdf>

## DOMESTIC STUDENT HEALTH INSURANCE PLAN 2020-2021

### Eligibility:

All full-time fee paying post-secondary students in Windsor and Chatham. Information booklets are available on-line at [www.stclair-src.org](http://www.stclair-src.org). Your student card is your health card.

### *Prescription Drugs (Pay-Direct)*

When injury or sickness requires drugs or medicines which require a written prescription, by a legally qualified physician, the insurer will pay 80% (to a maximum of \$5,000/yr.) of the actual costs of such medication for use while your coverage is in force. Fertility drugs, anti-smoking remedies or over the counter medications are **not included**.

- Dental (to a maximum of \$750.00 per year in total dental benefits)
- Basic & Preventative Services
- 100% of one examination and consultation, including any necessary x-rays and diagnostic services at time of exam, during each policy year.
- 100% of one cleaning and one unit of polishing; includes up to 4 units of scaling (above the gum line)
- Fluoride treatments will be limited to one per policy year.
- Minor Restorative
- 75% of the cost of amalgam, silicate, composite or tooth-coloured fillings and space maintainers.
- Extractions and Oral Surgery
- 75% coverage of extractions and residual root removal, limited to two wisdom teeth in any policy year, other oral surgery is covered at 10% as noted below.

### Other:

- Endodontics, Periodontics, and Major Restorative are covered at 10%.

### *Accident and Medical*

- Insulin injectable
- Insulin supplies which includes syringes, needles and diagnostic test strips
- Hepatitis B vaccine
- Allergy Serums
- Oral contraceptives
- All acne preparations excluding Accutane
- Accidental death and dismemberment
- Accidental medical expense reimbursement
- Dental accident expense reimbursement
- Tutorial expense
- Ambulance expense reimbursement
- Excess hospital/medical reimbursement out-of-province (the Student Representative Council recommends securing additional coverage to supplement the benefits covered under this plan if you are traveling outside the Province or Country).

### *Vision Benefits*

Up to \$150.00 per year for prescription eye ware and up to a maximum of \$75.00 per year for eye exam. Coverage for eye exams and prescription glasses are covered every 24 months.

### *Health Insurance Cards and Claims Submission*

Your St. Clair College Health Insurance number is "L00 + your student number". Use your Student ID card at the drug store. Claim submission forms will be available in the SRC Office (Windsor) or the TSI Office (Chatham). Insurer Claimsecure Policy #100003982, Group # 513982.

#### **NOTE:**

**IF YOU HAVE OPTIONAL COVERAGE ( I.E., BLUE CROSS), YOU HAVE AN OPTION TO COMPLETE AN OPT-OUT FORM ON-LINE ([www.wespeakstudent.com](http://www.wespeakstudent.com)) – THERE IS A DEADLINE. IF YOU HAVE ANY QUESTIONS REGARDING THE PLAN, PLEASE VISIT THE SRC OFFICE FOR DETAILS.**

Optional family coverage is available. Application forms will be available in the SRC Office and TSI Office. All benefits are subject to all conditions, limitations, exclusions and other terms of the master group insurance policies.

### **INTERNATIONAL STUDENT HEALTH INSURANCE PLAN 2020-2021**

St. Clair College includes registration with a Canadian Medical Insurance Provider as part of your tuition costs and is effective the 1<sup>st</sup> of the month when your program is scheduled to begin. **It is mandatory for all international students here on a Study Permit to have medical insurance coverage while in Canada.** Student health insurance is for medical emergencies while studying in Canada and is provided by Campus Care.

For information on what is covered and how to file a claim view a brief presentation below.

<https://www.stclaircollege.ca/sites/default/files/inline-files/international/CampusCare-Student-Presentation-Highlights.pptx>

Assistance is available 24 hours a day/ 7 days a week/ 365 days a year.

For more information you can also visit [www.campuscare.ca](http://www.campuscare.ca) or email [campuscareclaim@active-care.ca](mailto:campuscareclaim@active-care.ca)

# FINANCIAL AID and AWARDS

## OSAP (Ontario Student Assistance Program)

### *The Service....*

The objective of OSAP is to assist students with limited financial resources to meet the costs of post-secondary education (fees, books, local transportation and living expenses). OSAP is intended to supplement, **but not to replace**, the financial resources of the applicant and the family which are, or should be, available to finance the applicant's education.

Monies from OSAP are not available before the start of classes, therefore, students are expected to make arrangements to complete an OSAP Deferral Form and pay a \$100.00 OSAP Deferral payment.

If you have any questions concerning OSAP, please do not hesitate to contact the Financial Aid Office in Windsor at (519) 972-2718 and in Chatham at (519)354-9100 ext. 3216 or by email at [financialaid@stclaircollege.ca](mailto:financialaid@stclaircollege.ca)

### *The Process....*

Applying:

Students are encouraged to apply using the OSAP on-line application system at [www.ontario.ca/osap](http://www.ontario.ca/osap)

Application Forms:

- Paper applications are available on-line & must be submitted to St. Clair College, Financial Aid Office for processing.

## OSAP TUITION DEFERRAL/DEPOSIT

- Tuition fees are payable at the time of registration.
- If you have applied for OSAP, you can request a tuition deposit deferral which delays payment of tuition fees until monies are available from OSAP. A minimum payment of \$100.00 is required, (\$100.00 is non-refundable if you withdraw within the first 10 days).
- An OSAP application must have been received by St. Clair College - Financial Aid Office in order to qualify for a deferral (either on-line or paper application).
- An OSAP tuition deferral does not mean that you qualify for OSAP, only that you applied.

## OSAP PROCESS

- OSAP **CANNOT** be disbursed until your enrolment has been confirmed in an approved program with a course load of no less than 60% (or 40% if you have a permanent disability).
- OSAP **WILL NOT** be released if you have not registered your Master Student Financial Aid Agreement form (MSFAA). Your OSAP Notice of Assessment includes your 10-digit MSFAA number. Once you receive an email from the National Student Loans Service Centre, it is important to follow the instructions & register your MSFAA. **Your OSAP will not proceed until this is completed.** The Master Student Financial Assistance Agreement (MSFAA) is your lifetime loan agreement.

## OSAP BURSARIES

The "Bursary for Students with Disabilities" is available to students with permanent disabilities that are OSAP eligible and have exceptional education expenses. Submission of appropriate documentation and a meeting with a counselor from Student Services is required to access this bursary. Contact: [StudentServices@stclaircollege.ca](mailto:StudentServices@stclaircollege.ca) or call (519) 972-2727, Ext. 4226

## AWARDS

Awards are taxable money (usually \$100.00 - \$1000.00) provided by various benefactors to assist students demonstrating financial need. The money does not have to be repaid.



Tuition Bursaries are available in October, February and June of each academic year.

Visit <https://www.stclaircollege.ca/financial-aid> for information pertaining to bursaries.

General Scholarships are available in October with a deadline of Mid December of each academic year. A listing of Scholarships can be found at <https://www.stclaircollege.ca/financial-aid/scholarships>

## **PLEASE INFORM THE FINANCIAL AID OFFICE IN WRITING OF ANY CHANGES TO YOUR ORIGINAL OSAP APPLICATION (i.e., course load, program, address, marital status, etc.)**

### **Windsor & Chatham Campus**

Financial Aid Office

[financialaid@stclaircollege.ca](mailto:financialaid@stclaircollege.ca)

# STUDENT SERVICES

## STUDENT WITH DISABILITIES

### *The Service....*

St. Clair College provides educational support services to qualified students with disabilities who are applying to or attending the College. **Early self-identification** of your learning disability, emotional disorder, or temporary or permanent physical, visual, or auditory limitation is important to ensure the provision of appropriate accommodations. The disclosure of disability related educational needs is not used to discriminate against students but rather is used to determine the assistance required to help equalize your opportunity for success in your chosen program. If you require any of these support services, please email Accessibility Services at [StudentServices@stclaircollege.ca](mailto:StudentServices@stclaircollege.ca) or call (519) 972-2727, Ext. 4226 (Windsor) or (519) 354-9714 Ext. 3306 (Chatham) prior to the start of your program.

## LIBRARY SERVICE

### *The Service....*

Students have on-campus and remote access to up-to-date research databases, videos, eJournals and eBooks on a wide range of topics located at [www.stclaircollege.ca/library](http://www.stclaircollege.ca/library). On-campus services offered include an extensive book collection, photocopiers, meeting rooms and a quiet study environment.

Access the online resources from anywhere and email us for research assistance. Need an answer right away? Click on the AskON logo to chat or text your question.

Please email us at [library@stclaircollege.ca](mailto:library@stclaircollege.ca) for inquiries about database access, library materials, and research assistance.

## PEER TUTORING SERVICE

### *The Service....*

The perfect companion to remote learning is online tutoring! Comprehensive tutoring is offered to all St. Clair College students **FREE OF CHARGE** in the Student Services area. For more information, phone 519-972-2394 or e-mail [tutoringservices@stclaircollege.ca](mailto:tutoringservices@stclaircollege.ca)

## ACCOMMODATION STATEMENT

The College will provide supports and services to all students with disabilities, both temporary and permanent, with valid supporting documentation. Interim accommodation requests will be received in good faith and can be provided pending receipt of medical documentation. Retroactive accommodations will be considered based on the unique circumstances of the individual matter. The College will give all Human Rights Code-related requests for accommodation meaningful consideration.

Procedure: The student is responsible to meet with a counsellor in Accessibility Services to discuss their functional limitations and accommodation needs and provide Accessibility Services with supporting documentation. Students are not required under the Ontario Human Rights Code to disclose their disability diagnosis (with the exception of Learning Disabilities) to receive accessibility supports and services and/or academic accommodations. Students are encouraged to meet with a counsellor prior to the start of a semester to provide information and arrange accommodations.

## PRIVACY ACT AND NOTICE OF DISCLOSURE

St. Clair College adheres to the Freedom of Information and Protection of Privacy Act.

St. Clair College is required to report student-level enrolment-related data to the **Ministry of Training, Colleges and Universities** under the authority of the Ontario Colleges of Applied Arts and Technology Act, 2002, S.O. 2002, Chapter 8, Schedule F, Section 6. The Ministry collects this data, which includes limited personal information such as Ontario Education Numbers, student characteristics and educational outcomes, in order to administer government postsecondary funding, policies and programs, including planning, evaluation and monitoring activities.

Information collected by the college is used for educational, administrative and statistical purposes of the College and/or ministries and agencies of the Government of Ontario and the Government of Canada.

Further information on the collection and use of student-level enrolment-related data can be obtained from the Government of Ontario or Ministry of Training Colleges and Universities websites or by writing to the:

Director, Postsecondary Finance Branch,  
Postsecondary Education Division,  
7th Floor, Mowat Block, 900 Bay Street  
Toronto, ON M7A 1L2

**Statistics Canada** is the national statistical agency. As such, Statistics Canada carries out hundreds of surveys each year on a wide range of matter, including education.

It is essential to be able to follow students across time and institutions to understand, for example, the factors affecting enrolment demand at Post Secondary institutions. The increased emphasis on accountability for public investment means that it is also important to understand 'outcomes'. In order to carry out such studies, Statistics Canada asks all colleges and universities to provide data on students and graduates. Institutions collect and provide to Statistics Canada student identification information (student's name, student ID number, Social Insurance Number), student contact information (address and telephone number), student demographic characteristics, enrolment information, previous education, and labour force activity.

The Federal Statistics Act provides the legal authority for Statistics Canada to obtain access to personal information held by educational institutions. The information may be used only for statistical purposes, and the confidentiality provisions of the Statistics Act prevent the information from being released in any way that would identify a student.

Students who do not wish to have their information used are able to ask Statistics Canada to remove their identification and contact information from the national database.

Further information on the use of this information can be obtained from Statistics Canada's website: [www.statcan.gc.ca](http://www.statcan.gc.ca) or by writing to the: Postsecondary Section

Centre for Education Statistics  
17th Floor, R.H. Coats Building  
Tunney's Pasture  
Ottawa, K1A 0T6



**Windsor Campus**  
2000 Talbot Road West  
Windsor, ON N9A 6S4  
519-972-2727

**St. Clair College MediaPlex**  
275 Victoria Ave.  
Windsor, ON N9A 6Z8  
519-972-2727

**St. Clair College Centre for the Arts**  
201 Riverside Dr. W.  
Windsor, ON N9A 5K4  
519-927-2727

**Chatham Campus**  
1001 Grand Ave. W.  
Chatham, ON N7M 5W4  
519-354-9714

**RISE** ABOVE THE ORDINARY