Welcome to Heritage.

Our goal is to provide you with a quality and supportive environment that will enable you to achieve your personal and academic goals.

This guide is intended to provide you with the information you need to understand and manage this new experience whether you are coming straight from high school or have been away from education for a while.

We hope that your time here is an engaging and satisfying one. You will need to work hard to achieve your goals, and to define or even redefine your direction, but whatever you make of this experience is up to you!

We are here to help.

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## Important Dates – Fall 2018– Diploma (DEC) students

Don’t miss important deadlines: Check the Omnivox Calendar regularly.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event</th>
<th>Instructions</th>
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</thead>
<tbody>
<tr>
<td>Tues. May 29 to Fri. Aug. 24</td>
<td>Late Admission</td>
<td>• The College accepts new applications via SRAM.</td>
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<tr>
<td></td>
<td></td>
<td>• To apply to a program go to the Change of Program module on Omnivox.</td>
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<td></td>
<td>Semester rebuild</td>
<td>• If your semester record was removed contact the Registrar K. McMahon in Student Services (50 fee, if approved).</td>
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<tr>
<td>Wed. Aug. 1</td>
<td>Fee Payment</td>
<td>• All fees must be paid before you can access your schedule (additional fees may have been added for some courses). Pay on Omnivox, or in person in Financial Services Monday to Friday, 8-12 and 1-4.</td>
</tr>
<tr>
<td>Wed. Aug 8 to Tues. Aug. 21</td>
<td>Schedule retrieval</td>
<td>• You must access your schedule to confirm your enrolment. Courses in schedules that have not been accessed online by the deadline will be made available to other students.</td>
</tr>
<tr>
<td>Free: Aug. 8-12 $25: Aug. 13-24</td>
<td>Course Changes</td>
<td>• To try to move a course to a different time on your schedule, go to the Omnivox Schedule Modification module.</td>
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<tr>
<td></td>
<td></td>
<td>• To add or drop a course to/from your schedule you MUST see your Academic Advisor in Student Services. DROP-INS only: First come first served. Please Note: During this period Advisors will NOT respond to/process requests received by email, MIO or telephone.</td>
</tr>
<tr>
<td>Wed. Aug. 22</td>
<td>First Day of Classes</td>
<td>• ALL students are expected to attend all classes.</td>
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<td></td>
<td>Course/College Withdrawal</td>
<td>• To drop a course or withdraw from the College you must meet with your Academic Advisor.</td>
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<td></td>
<td></td>
<td>• All courses/grades on your record after this date will remain permanently on your transcript and will affect your average/R score.</td>
</tr>
<tr>
<td>September 19</td>
<td>Attendance Validation</td>
<td>• All students must confirm their attendance in their courses for ministerial funding purposes.</td>
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<tr>
<td></td>
<td></td>
<td>• Not confirming your attendance does not remove the course from your record.</td>
</tr>
<tr>
<td>March 1</td>
<td>Change of Program</td>
<td>• Deadline to Request a change of program for the next semester.</td>
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</table>
Admission Confirmation

To confirm that you will be attending the College you must complete each of the following steps before the deadlines indicated in your admission letter.

STEP 1: SET UP YOUR ACCOUNT
1. Go to the College Website: [http://www.cegep-heritage.qc.ca/](http://www.cegep-heritage.qc.ca/)
2. Click on the Omnivox link on the right of the top menu bar.
3. Under Students click First use.
4. And follow the steps on the screen to set up your account and password.

STEP 2: SELECT YOUR COURSES
1. Click on the Course Selection option.
2. Enter your student number followed by your password.
3. Read the instructions carefully.
4. Select the courses listed, unless indicated otherwise.
5. Enter your password and submit.
6. Keep your confirmation number as proof of your course confirmation.

STEP 3: PAY YOUR FEES
- Credit Card: Online Payment Center on Omnivox; or
- Cash, certified cheque or money order in Financial Services (Room B-104) Monday to Friday, 8-12 and 1–4.

STEP 4: PICK UP YOUR SCHEDULE on Omnivox by the deadline (above).
- All fees must be paid before you can pick up your schedule.

Admission Eligibility

A student who did not obtain the pre-requisite courses for the program and/or college will be contacted regarding their options:

- A student missing up to 6 high school diploma credits may be eligible to switch to the Springboard to a Diploma option while enrolled in the courses required to complete his/her high school diploma. The student provide proof of their enrolment in the missing high school course before they can register in springboard. During this semester a student usually studies four General Education courses that can then be transferred to the program.

- A student with a high school diploma, but missing the pre-requisite for a specific program may be able to change programs, subject to program/course availability and providing they meet the the program pre-requisite(s).

- The Springboard to a Diploma option is also available to students while they obtain the program pre-requisite course.

SUMMER SCHOOL: The College usually offers remedial Math, French and Science high school Secondary IV and V courses in the summer. The course list and registration information is posted on the College website, or ask in Student Services for more information.
Change of program
If after being offered a place in a program you decide you want to change to another program you can do so by submitting a request through the Program Change module on Omnivox.

Withdrawal and Refund Policy
A student who wishes to cancel his/her registration must complete a withdrawal form available in the Online Forms section on Omnivox. Any refundable fees will be mailed to the student’s address as it appears on Omnivox.

If notification is received before the first day of classes, a refund of 100% of the fees (minus the $20 non-refundable registration fee), will be issued. If notification is received after the first day of classes, and up to the official withdrawal deadline (see important dates above), a refund of 70% of the fees (minus the $20 non-refundable registration fee) is applied.

English Placement
Every diploma student has to take four English courses as a diploma requirement. Streaming in the first English course is based on a student’s previous studies in English and is designed to maximize success in subsequent courses. The Registrar invites students who require testing to take a one-hour written test.

Students who pass test are placed in the first English course required for the diploma. Students who fail the test are registered for the Preparation for College English course. The preparation course is taken in addition to the regular four English literature courses required for a diploma, and will likely increase the length of the program.

Contact the Registrar in Student Services if you require more information.

French Placement
Every student has to complete two French courses as a diploma requirement. Streaming in your first French course is based on your previous studies in French and is assessed by the Language Department. No placement test is required.

Credit Transfer
If you have already completed studies outside of the province, at the college or university level, you may be eligible to receive credit for these courses. Meet with your Academic Advisor on admission to review your situation. A $25 fee per course assessment is applied (to a maximum of $100). Please note: The College will require official course outlines and official transcripts sent from the original institution.

Course selection/confirmation
Completed every semester. Fees are generated when the course selection has been successfully received by the College. Fees must be paid by the deadline. Additional course fees associated with some courses are added the day before the schedules are released and must be paid in order for a student to be able to pick up their schedule on Omnivox.

Schedules
Schedules will be available on Omnivox, usually one week before the first day of classes. Students must access their schedules to confirm their registration before the first day of class. Schedules are available 10 working days before the start of classes in the Fall and 5 working days before the start of classes in the Winter. If a student has an outstanding balance in their account they will not be permitted to access
their schedule on Omnivox. Failure to retrieve the schedule before the deadline will result in a cancellation of the semester record.

All fees must be paid in order to access your schedule (see deadlines on Important Dates at the start of this document). Please note: Additional fees associated with a specific course or program may have been added since you paid your registration fees.

Blocked Schedules: If access to your schedule has been denied, please read the associated message and follow up promptly. If you need help contact Student Services.

Course Schedule Modification
This option opens the day schedules are released and usually runs until three days after the start of classes. You may be able to change a course in your schedule to a different time or teacher via the Omnivox Course Schedule Modification Module. If you don’t see any options at first, keep trying: something may become available as students switch in and out of classes over this period. Please note: the first three days are free, after that a $25 fee will be applied (see calendar for dates).

To add a course you must see your Academic Advisor in Student Services before withdrawal deadline. Please check the Omnivox calendar/or important dates above.

Course withdrawal: If you wish to take a lighter course load during the semester you must meet with your Academic Advisor in Student Services before the published deadline (indicated on your course outline) to discuss your options and the consequences of removing courses from your academic record.

Course validation period
This is a Ministerial requirement to report the number of students enrolled in courses which is related to college funding calculations. Students are mandated to confirm whether they are attending or not attending their classes. This is not to be confused with course withdrawal as the deadline to withdraw from a course or the College is the day before the course validation period. If a student has not officially withdrawn from a course the grade will remain on their transcript, even if they confirm they are not attending the course during the validation period.

Books/Equipment/Supplies
Every semester you will be expected to purchase textbooks and other supplies for your studies. The costs vary from program to program and class to class within a program.

You can buy new or used books, or rent hard copy or online books through the College bookstore. Take your schedule with you to the store (off the Agora) and they will help you find what you need. Bookstore hours: Monday to Thursday 9-5, Friday 9-4. Extension 1460.

Lockers
All registered students have access to a locker for the academic year*. Go to the Omnivox Locker Module and select your own locker or have the system automatically assign one to you.

WARNING: If you take a locker that has not been reserved, the lock and contents will be removed.

* DEC students must empty their lockers at the end of the academic year in May.
* AEC students keep their lockers for as long as they are a registered student in the College.
**Student ID Card**
All students must carry an up-to-date Heritage ID while in the College and in particular to use the Library, Fitness Centre, borrow equipment, write exams, attend college events, and more.

You will be invited to download a picture to create a digital ID card on Omnivox when you log into your account.

**Contact information**
Ensure that your contact information is up-to-date on Omnivox so that you don’t miss out on important information during the semester.

**Facebook**
Join the Heritage College Student Association Facebook page to find out what’s going on at Heritage.

**Student Survey**
New students will be invited at the start of the semester to participate in an online survey that provides the College with important information with respect to your background and support needs. Your feedback is valuable to us!

**Parking**
You can park on the College grounds for $8 a day, or purchase a permit: $120 for a car or $45 for a motorbike. Permits are valid for one semester for DEC students and for five consecutive months for AEC students.

**Purchase your pass on Omnivox** (accessible approximately two weeks before the start of classes). Priority for permits is given to students without access to public transport. Students with access to public transport may apply for a permit after the first day of classes.

Spaces are limited. Even if you have a parking permit it does not guarantee you a parking space. Schedules vary and the number of students and staff on any given day or time fluctuates. The [Carpooling module](#) on Omnivox allows you to search for people offering transport or requiring a ride. The College also has several [bike racks](#) and encourages students to cycle or walk.

The City of Gatineau is responsible for patrolling the grounds and will issue fines for vehicles parked without a permit.

**Public Transport**
The College is serviced by the STO bus line at stop number 5576 outside the College on Boul. de la Cité-des-Jeunes (at the junction with Perras).

Full-time students resident in Quebec can benefit from a Multi card available from an STO service office. The College provides the STO with a list of registered students to facilitate your card purchase.

For more information on rates, eligibility criteria and service locations go to [http://www.sto.ca](http://www.sto.ca)
Cafeteria
The cafeteria, located on the ground floor near the Gym corridor (Room B-128) is open between 7:30 a.m. and 3:30 p.m. on regular class days during the semester; reduced business hours apply during exam periods. The cafeteria is also closed on holidays and weekends, and during the summer.

Housing
For student housing near Heritage, or to advertise housing for rent, go to the YourRent.ca (link on the front page of the College website).

Financial Assistance
The Financial Aid program is available online at www.afe.gouv.qc.ca. Make an appointment on Omnivox to see the Financial Aid officer in Student Services (ext. 1321) for help with your Quebec or other provincial application.

AccessAbility (learning accommodation) Services
Heritage College provides adapted services delivered and monitored by a professional counselor to support students with special needs. It is important to register with AccessAbility Services in Student Services at the start of the semester in order to receive the help you need on time.
Transition Challenges

**Increased responsibility**

“No one tells you what to do.” “Going to class is optional, unless of course, you want to pass the course!”

**Greater freedom**

“At first I just hung out in my free time between classes, but I quickly realized that I had to make good use of it.”

**Bigger workload**

Studying is a full-time job: 25-33 hours of class per week, and 15-22 hours of homework. “The fewer assignments you have, the more they are worth. Miss a few, or hand in low grade work, and you could end up failing your course.”

**Faster pace**

At high school you have all year to learn a subject. At CEGEP it’s just 15 weeks. “I didn’t realize you couldn’t pick up every course every semester, and that some of my courses were prerequisites to others. It worked out in the end, but I ended up being here a year longer than my friends.”

**Higher standards**

You may have to work harder, but your future is worth it. “I had a bad year at another CEGEP and switched to Heritage for a fresh start, which was a good move. Trouble is, my grades came with me.” “Even if you pass a course the second time around the fail grade stays on your transcript, which brings your course average way down and can make it harder to get into university.”

**Longer days**

“My schedule wasn’t the best, with classes from eight to six on some days, and either too many breaks or none at all between classes.” “It’s easy to skip the odd class, but it can become a habit pretty fast and you end up either missing too much of the work or feeling overwhelmed and stop going all together.”

**Different learning styles and subjects**

At cégep you have fewer, but longer classes, more work outside of class, longer assignments, and penalties for late assignments. Most students have never studied Philosophy before, and it can be challenging.

**Lack of direction/motivation**

“I knew I needed an education, but I wasn’t sure where I would go with it. After a while I didn’t feel like going to class or doing the work. There didn’t seem any point in it.”

“I thought I would like the program, but it just wasn’t right for me. Now I am not sure what to do.”

**Personal/financial/learning issues**

“I liked being at cégep, but what with everything else going on, I found it really hard to focus. I just couldn’t keep up, and realized I needed help.”
Success Strategies

Your success is important to us, but we can’t do it for you! With a few strategies, hard work, and a good support system, chances are you will get what you need out of this experience.

- **Read your course outlines.** It has everything you need to know about your course, what books to buy, what you will learn and when, how your learning will be evaluated, what rules you need to follow, and more.

- **Be prepared.** Read your assigned work before class and review your notes after class: It will help you get the most out of it.

- **Plan your time.** Map out all your assignments and tests on a calendar or in your agenda and schedule start and due dates. Don’t forget to put down your work, and any other commitments, and factor in travel and down time.

- **Go to class and participate.** Skipping class now and then can easily become a habit. Let your teacher know if you will be away, and follow up on the work you have missed as soon as possible.

- **Study every day** to stay on top of things. Don’t be tempted to skip the small assignments and tests worth 1 to 2% of your final grade. These evaluations add up quickly, and before you know it, you could have lost as much as 15% of your final grade.

- **Do the work!** All your grades on your transcript are permanent (even if you change program or cégep) and are factored into your overall academic average (CRC/R score). Failed courses are not removed, even if you re-take the course and pass it. In addition, failing 50% or more of your courses in a semester or the same course repeatedly will lead to academic probation or suspension depending on your academic history.

- **Ask for help.** If you don’t understand something, ask for help in class or see your teacher during their office hours. Teachers are here for you, but it is up to you to ask. If you feel overwhelmed, see your Academic Advisor, or a Counselor.

- **Check you progress** in Omnivox. Are you doing what you need to do? Are your grades an accurate reflection of the work that you are putting in? What do you need to do differently and are there people that could help you do better? If you don’t understand the grade you got, talk to your teacher within a week of receiving it. You have the right to appeal a final grade, but don’t wait until the end of the course to get the most out of your learning.

- **Get to know your program.** You need to pass every course on your progression chart as well as the Program Exit Assessment and English Exit Assessment to receive your diploma. Talk to your Academic Advisor about academic planning, and if you are not sure you are in the right program, explore your options. Ask about the Student for a Day service.

- **Adjust your workload.** If your course load is too heavy for you, consider dropping something before the official withdrawal deadline (see Course Outline). It may mean increasing the time it takes to finish your program, but getting good grades is more advantageous in the long run. See your Academic Advisor.

- **Use your resources.** Trained experts are here to help with your personal, career, and academic needs. See the resources in this guide.

- **Focus on your studies.** Think of your education as a full-time job and, whenever possible, keep paid work to around 15 hours a week. A diploma is worth a lot more to your future than a minimum wage job.

- **Get involved** in college and community life and try out new activities. You’ll discover new strengths, directions and people. Your Student Association offers funding for new clubs.

- **Set goals.** Having something to aim for in the short and long-term helps you stay motivated when things get tough. If you are not sure what you want to do after Heritage, talk to your Academic Advisor/Guidance Counselor.

- **Keep it balanced.** Sleep, eat and exercise well.

- **Get to know the rules and your rights and responsibilities.** Check Omnivox regularly. Don’t miss deadlines, and end up paying late fees. Check out the overview of the regulations that effect you at the end of this guide.
Working hard is really important, but taking breaks, staying healthy and balancing your academic and social needs is essential too. Try new things. Meet new people. Get involved. Taking time away from studying helps you recharge and be more productive when you get back to it.

**Student Association**
The Heritage College Student Association (HCSA) (office in Student Lounge) provides a voice in student affairs and helps fund/organize activities and clubs.

Become a member of the executive or volunteer to help out with activities and events. Elections take place in the fall winter semesters.

**Student lounge**
Opposite the Cafeteria in Room A-119, the lounge is open to students during regular building hours.

**Fitness Centre**
All Students may use the Fitness Centre (in the Gym corridor – first floor wing A) as long as they have a valid student ID card. The Centre is open from Monday to Friday between 8:00 a.m. to 6:00 p.m., unless in use by a class. Check the schedules outside the Fitness Centre/on Omnivox.

**Sports: Intramurals, Intercollegiate and drop-in activities**
Try out for the intercollegiate teams, or participate in the various intramurals and activities usually offered around the common lunch hours (badminton, Zumba, yoga, indoor soccer, cross-training, etc.).

**Drama Club**
The Bacchus Players is a student-centred, faculty-assisted drama club. To get involved visit the College Website or ask your Student Association.

**Clubs**
There are a number of clubs organized by students every semester (posted outside Student Association office and promoted through Omnivox). Funding is available through you Student Association to start your own club/activity.

**Music Room**
Room B-122 is set up for students to play music. Bring your own instruments or use the College’s. See the Recreational Technician in Room A-111 (in the Gym corridor) about access.

**Games Room**
Located on the first floor in Room B-123, the Games room is set up with a TV screen and gaming console. Bring your own games.

**Student Outings**
Many activities, trips and special events are organized during the academic year (e.g. skiing, canoeing, hiking).

**TO FIND OUT MORE** about what’s happening throughout the semester, join the Heritage College Student Association Facebook group, check Omnivox regularly and take a look at the gym corridor schedules. Drop in and talk to your Student Association for more information.

**Student Association Office:** Student lounge (Room A119)  
**Telephone:** Ext. 1461  
**Message Executive members (Omnivox MIO):** members posted outside the office.
Academic Advising

**JEAN SCOTT** (ext. 1322) jscott@cegep-heritage.qc.ca
- Bilingual Office Administration
- Electronics and Information Technology
- Graphic and Web Design
- Nursing
- Social Science – without math profile

**RACHAEL FIELDSEND** (ext. 1330) rfieldsend@cegep-heritage.qc.ca
- Early Childhood Care and Education – DEC and AEC
- Liberal Arts
- Social Science – Commerce profile
- Social Science - with Math profile
- Springboard Explorer

**JUDY MUELLER** (ext. 1326) jmueller@cegep-heritage.qc.ca
- Accounting
- Computer Science
- Hotel and Restaurant Management
- Microsoft Network and Security Administrator
- Science
- Special Care Counselling
- Tourism
- Visual Arts

**SPRINGBOARD TO A DEC Program** – see Advisor responsible for the program you are aiming for.

**Academic Advisors can help with...**

**YOUR PROGRAM:**
- Which courses do I need to complete my diploma?
- Which courses can I choose?
- What is a complementary course?
- How long do I have to make up missing high school credits?

**COURSE SELECTION:**
- Which courses do I have to take each semester?
- Which courses are taken in a sequence?
- Am I eligible for a particular course?
- Are some courses pre-requisites for others?
- Where can I find out more about a course?

**COURSE LOAD:**
- If I don’t want a full course load – how should I spread my courses over an extra semester?
- How many course hours do I need to be a full-time student?
- What happens if I miss the deadline to drop a course?
- What can I do if I am having trouble in a course?
- How will I know which courses are offered in the summer?

**COLLEGE ACADEMIC POLICIES:**
- What is academic probation?
- Can I take a course at another institution?
- Can I take a course that isn’t part of my program?

**CHANGE OF PROGRAM:**
- What can I do if I don’t like my program?
- What is the deadline for changing programs?
- Is it possible to take some high school make-up courses?
- What is a transition semester?

**ADVANCED STANDING:**
- Am I eligible for equivalences, or substitutions based on courses that I have taken elsewhere?
- How do I stay in satisfactory academic standing?

**UNIVERSITY INFORMATION:**
- What courses should I take for a specific program?
- What are the minimum grades required in courses for a particular university program?
- How is my CRC score calculated?
Course Selection and Schedule

**How do I register for my courses for the following semester?**
Course selection/confirmation is completed online each semester for the upcoming semester. You will be advised of the dates via Omnivox. By selecting/confirming your courses you signal your intention to study in that semester. Do it early to get the courses you want/need (there are limited enrolment in some courses) and to avoid paying late penalty fees, or your record being removed altogether. See your Academic Advisor in Student Services if you need help.

**Where can I find out more about a course?**
Your program profile on the College Website has a brief description of each course; click on the course for information.

**Am I guaranteed the courses I select?**
The program specific courses will be guaranteed providing you are on track in your progression, while other courses are granted based on their availability at the time you select them and according to whether they fit with your individualized schedule. If you are behind in your progression ("off-profile") then you may need additional time in your program to complete all your requirements. Talk to your academic advisor to discuss this further.

**Why do I have different course options than my friends?**
Certain courses are designated for specific programs only. Courses are offered based on previous studies and scheduling restrictions. Course enrolments are limited in some courses; once they are full the option is no longer available.

**When trying to save my course selection, I received a message that a course was full. What do I do?**
If an alternative course option is not proposed, meet with your academic advisor in Student Services to resolve the issue.

**I’ve selected my courses, but I no longer want the courses I picked. How do I change or add a course?**
Once your schedule is available on Omnivox (usually a week before classes start) you can make changes over a two week period.

You may be able to change the time or teacher of a course on OMNIVOX via the Course Schedule Modification module. If you want to add a course, you will need to see your Academic Advisor in Student Services.

If you wish to remove a course and take a lighter work load over the semester, you have until mid-September in the Fall semester and mid-February in the Winter semester to officially remove it from your schedule. Coursed that remain on record after the withdrawal deadline will receive a grade, even if you said that you were not attending it. This will affect your academic average and maybe your eligibility for co-op and university program. Please consult the dates on the Omnivox calendar/at start of this document/the course outline (handed out in your first class) and talk to your academic advisor to discuss your situation.

**How do I know if my registration/course selection is complete?**
The course selection process automatically generates fees. If you do not see a balance owing in Omnivox, go to Student Services.
I did not complete my course selection by the deadline. What do I do?
Selecting and paying for courses is part of the registration process and indicates a student’s intention to study in the College. Incomplete registrations are removed by the Registrar after the published deadline to free up spaces for other students. If you failed to select and pay for your courses by the published deadline you must go to Student Services as soon as possible to try to rebuild your courses and schedule.

When I go to my course selection/progression chart, no courses are proposed.
Get in touch with Student Services as soon as possible.

I am denied access to my Omnivox, or a specific module.
Read the message carefully and act accordingly! If you are experiencing technical difficulties or you need additional assistance, go to Student Services.

When can I see my schedule?
Schedules are available on Omnivox usually five working days before the first day of classes. You must access your schedule on Omnivox before the first day of class in order to confirm your enrolment and keep your courses.

Course Load

How many courses do I need to be a full-time student?
A full-time student has 12 hours of class per week (usually equivalent to four courses per semester) or 180 hours of class per semester. Part-time students pay $2 for each hour of the course with an additional $21 in fees (e.g. a 45 hour course would cost $111).

What can I do if I don’t want to take a full course load in the semester?
See your Academic Advisor in Student Services to develop a plan that works for you. Please see the official course change and withdrawal deadlines on the Omnivox calendar and at the start of this document.

How/when can I find out about summer courses?
A list of cégep courses offered during the summer (June to August) is typically available in April on the College website.

Fee Payment

How do I pay for courses/registration fees?
You will be invoiced for your registration fees on Omnivox. You can pay fees by credit card online via the Omnivox Payment Centre, or with cash in Financial Services (Room B-104), Monday to Friday 8 a.m. - 12 noon, 1 - 4 p.m.

When I completed my course selection there were fees listed next to my course. When do I pay these additional fees?
Additional course fees are added before schedules are released to students. You must pay your fees before you can access your schedule, and you must access your schedule before the official deadline (see the Omnivox calendar/Important dates at the beginning of this document) in order to retain your courses and registration for the semester.

Why was I charged a $50 late fee?
Students who miss the course registration deadline will be charged “late fees” which must be paid before you can access your schedule.
I can’t pay my fees before the deadline and I don’t want to be charged a late fee, what do I do?
Go to Student Services and ask about deferred payment options, which may be granted in exceptional cases.

I am being funded/on financial aid. Do I have to pay my registration fees now?
Go to Student Services and ask to see the Financial Aid Officer.

Change of Program
What can I do if I don’t like my program?
You can request a change of program for the following semester by completing a request on the Omnivox Program Change Request module. Deadlines: November 1st in the fall semester and March 1st in the winter semester. You may be able to transfer some of the courses that you have already completed (for example your General Education courses) to your new program.

Students can get to know a program through the Student for a Day program; register on the Website or ask in Student Services.

Please note: it is not always possible to start a new program in the winter semester.

I am in Springboard. How do I register for a different program?
A student registered in the Springboard to a Diploma option who wishes to switch into a program for the following semester, must make a Request to Change Program on Omnivox by November 1st for the upcoming winter semester or March 1st for the fall semester.

I have submitted a request to change programs, but I am still being asked to select courses for my old program. What should I do?
If you have not yet received an admission decision following a request to change programs you should complete the course selection and pay the fees for the old program.

If you are admitted into the new program, the courses for the old program will be removed (or transferred to the new program in the case of the general education courses) and your registration fees will be transferred, and you will be prompted to complete a course selection for the new program.

If you are not admitted into the new program you may choose to stay in the old program or officially withdraw from the College (you will receive a refund of eligible fees based on whether you withdraw by the first day of classes or the attendance validation period).

Course/Program Withdrawal
Is there a deadline to drop a course?
The only way to remove a course from your schedule is to meet with your Academic Advisor in Student Services. The last day you can drop a class will be posted on the calendar on Omnivox/start of this document.

Students must be registered in four courses, or 12 hours of class per week, or 180 hours per semester, to be considered full-time. Fewer courses/hours than this is considered as part-time status. Students studying on a part-time basis must pay for each hour of the course ($2/hour) in addition to a $5 registration fee, a $6 Common Educational fee and an $15 Special fee per course.
I am not planning to return next semester. Do I have to tell the College?
To withdraw officially from the College you must complete an official withdrawal form available in the Online Forms section on Omnivox. Any fees that are eligible for a refund will be returned to your address on file, so please make sure that your contact information is up-to-date.

What happens if I miss the course drop deadline?
If you don’t drop the course officially by the withdrawal deadline your grade will remain permanently on your transcript, even if you retake and pass a failed course at a later date. Some courses are pre-requisites to other courses, and not every course in your program is available every semester, so you may have to stay longer in your program in order to complete all your diploma requirements. In addition, all your course grades are factored into your overall average and R score and may affect your academic standing in the College, which could also result in academic probation or suspension depending on your record. Co-op programs also have specific eligibility criteria for summer co-ops which include grade averages and passing certain courses.

Academic Progression and Evaluation

Absences/Accommodations
Teachers track and record first year, first semester attendance for DEC students, which is followed in Student Services.

Attendance in AEC courses is tracked by teachers in all courses and shared with sponsors, as applicable.

What should I do if I can’t attend class?
Let your teachers know if you will be absent and find out what work you will miss so that you are prepared for your next class. Make sure you have read your course outline, and that you understand what is expected of you in each course.

If you are going to miss evaluation activities (tests, assignment deadlines) for legitimate reasons, an accommodation process is in place to enable you to make up the missed work. The following types of accommodation are available depending on your situation:

Critical, unforeseen absences: If you miss an evaluation activity due to an unforeseen event outside of your control (such as a family or medical emergency), you may be granted an accommodation. You will be required to provide documentation to prove the reason for your absence. Meet with your Academic Advisor in Student Services to verify if your request is eligible and to complete the appropriate paperwork.

Prescheduled absences: If you know you will be absent for an evaluation activity due to extra-curricular commitments (medical, legal, college sanctioned e.g. Sport Etudes), then you must ask for the accommodation at least four weeks in advance of your test or assignment.

A student who is unable to attend classes for at least three weeks, for serious reasons, may be eligible to apply for a Permanent Incomplete notation. If the request is granted, the grade for the course(s) will be removed from the student’s record, and the student will be advised when the course(s) are available to retake.

If an extended absence takes place before the course attendance validation period (see your course outline for the deadline) you may be required to drop the course(s).

Talk to your Academic Advisor in Student Services for more information as soon as possible.
**Academic Standing**

**What can I do if I am having trouble in a course?**
Talk with your teacher or Academic Advisor as soon as possible to discuss the issue and strategies. Students can drop courses without penalty, before the official deadline (indicated in your course outline), but it is important to know how this will affect your progression in your program. Not every course is available every semester and some courses are pre-requisites to others. In addition, all your grades are calculated in your overall average. Dropping or failing courses can also affect co-op eligibility.

**What happens if I fail a course?**
All courses in the program profile are required to obtain a diploma. You may be able to take the course the following semester or during the summer, however not all courses are offered every semester. You may have to add a semester or more to your program. The failed course and grade will remain on your transcript and affect your overall average/CRC score. Talk to your Academic Advisor in Student Services.

**What is academic probation?**
When a student does not meet the criteria of satisfactory academic standing (fails 50% or more of their registered cégep courses in a semester, or the same course twice during their studies) they are placed on Academic Probation in their next semester of study at Heritage.

During a probationary period it is the student’s responsibility to take the appropriate steps and seek help to improve their academic standing.

**What is academic suspension?**
If a student fails 50% or more of their courses more than once during their cégep studies (at Heritage or another college), or the same course more than twice, they are suspended from the College. The student has the right to appeal this sanction, under extenuating circumstances.

**Grade Review**

**During the course**
A student who does not understand a grade received for an evaluation must address his/her concern with the teacher within one (1) calendar week of receiving the grade.

Following a discussion with the teacher, if a student finds their evaluation to be unfair or inequitable, the student may submit a Grade Review Form to the department co-ordinator, or designate, requesting a meeting, (which shall include the teacher) to resolve issue. This request must be made within one (1) calendar week of the student’s initial meeting with the teacher.

**At the end of the course**
A student who still finds that the grade received for a final evaluation activity, is unfair or inequitable, has the right to appeal his/her grade, within one (1) calendar week of the final grade being posted to Omnivox. To initiate this appeal, the student submits the Grade Review Form to Academic Services.

Speak to your Academic Advisor in Student Services for further information and assistance as soon as possible in respect of the grade review deadlines.

**Final Exams**

**When will I get my final exam schedule?**
The final exam period for DEC students is posted on the OMNIVOX calendar. Your individualized exam schedule will be available on OMNIVOX usually around November for the fall, and April for the winter semester.

AEC exams are scheduled for the last day of the course.

The CRC or R score

What is an R score and what is it used for?
The R Score, also known as the Cote de rendement collegial (CRC score), is the basis for admission to most university programs in Quebec.

The R score is based on the grades you have in each of your cégep courses (including different programs), on the group average, and on a group performance indicator. This indicator helps to ensure that students who are in a class with either a strong or weak group average are not disadvantaged or unjustly favoured.

If you fail a course it will be included in your average. A cover letter included with your application can help explain to a university why you may have had a bad semester, and thereby a lower score. If you continue to fail courses throughout your academic history, however, you are demonstrating a pattern, rather than an isolated poor performance related to specific circumstances.

You can view your R score on Omnivox on Léa, Statement of Grades at the bottom of the page.

Diploma Requirements

Which courses do I need to complete my diploma?
Every student must complete 14 general education courses, including 4 English, 3 Philosophy/Humanities, 3 Physical Education, 2 French, 2 complementary courses, over and above the program specific (concentration) courses. There is also a requirement to complete an English Exit Assessment and Program Exit Assessment. Consult your Progression Chart on OMNIVOX and/or see your Academic Advisor for more information.

What is a complementary course?
This is a course taken outside your program which allows you to explore other disciplines. The complementary course options vary each semester and will be advertised during the course selection period.

Which courses do I have to take each semester?
Your progression chart (on Omnivox and the program website), indicates the courses that need to be completed each semester in order to graduate. Some courses also require you to pass a pre-requisite course before taking the next course in the sequence.

Please note: Not every course in a program is offered every semester, especially when it comes to the program specific (concentration) courses. Dropping or failing courses can, therefore, increase the time it takes to complete your program.

Consult your course outline, progression chart in Omnivox, and program profile on the College website to learn more about the courses. Your Academic Advisor is happy to discuss your progression and a help develop a plan that works for you.

I don’t want to take a full course load; how can I spread my courses over extra semesters?
See your Academic Advisor to develop an academic plan to suit your needs.

Where can I find out more about a course?
Course descriptions are available on the program profiles on the website.

University Applications

What courses should I take in order to be able to apply to university, and what minimum grades/average do I need?
It is important to verify the specific admission requirements for each university and program you are interested in since minimum grade requirements vary depending on the institution and program in question. Consult the university websites and admission offices, and speak to your Academic Advisor in Student Services if you need additional help. Advisors are happy to help, but you need to have done some ground work before you meet with them.

Can I take a course for university that is not part of my program?
See your Academic Advisor in Student Services to find out when the course is offered and provide evidence that is needed for the program you are applying to at university. Your advisor will enroll you in the course providing it fits with your schedule and there is space available.

How do I apply to university?
A guide to applying to university is available in Student Services, and your Academic Advisor can help.

Where can I learn about scholarships?
A guide concerning the scholarships available and application processes is available in Student Services.

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Success Recognition

Honour Roll
Each semester the College celebrates and encourages student success with the Honour Roll. To earn a place on the Honour Roll a student must have been registered in and passed a minimum of four courses, 12 hours of class a week, or 180 course hours in the semester and achieve the following grades to be recognized under one of the three categories:
- Academic Recognition - 75-79% average
- Honours - 80-89% average
- Dean’s Honours - 90-100% average

Awards and Scholarships
Each year student success is recognized and celebrated with the awarding of engagement and perseverance bursaries and academic achievement awards to both current and graduating students through the Heritage Endowment Fund and Cégep Heritage College Foundation.
Program specific academic achievement awards are determined by grade average (and additional criteria in some instances) and celebrated at an Awards Night in April, along with a wide variety of awards for participation in and contribution to sports and socio-cultural life at Heritage.

For information on graduate student awards, criteria and nominations, as well as university scholarship opportunities, go the Intranet Community group on Omnivox (to the right of the main Omnivox page) and Website (About Heritage>Foundations) and talk to your Academic Advisor in Student Services.

**Graduation Ceremony**

Heritage College holds their graduation ceremony each year in the Grand Hall of the Canadian Museum of History in October. Graduating students will be contacted by Student Services regarding the details of the ceremony at the appropriate time.

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**Academic Assistance**

**Study Tips and Success Strategies**

For many students the transition to college from high school, or the return to studies after a long absence, can be difficult, but there are strategies and skills that can make things easier. Visit the Intranet Community Groups in Omnivox (right hand side of the Omnivox home page) or the Learning Centre web page, for guides and links to other resources that can help.

**The Learning Centre (Room C-103)**

The Learning Centre (TLC) offers help from teachers and free English and study skills workshops during the semester. Drop by with your assignment and questions, and/or participate in Wednesday workshop at noon (schedules for teaching assistance and workshops will be posted on Omnivox at the start of the semester) and check out The Learning Centre website for online resources: videos, writing guides, study guides, English Exit Exam resources at Students>Currrent Students>TLC.

**The Library**

Located off the Agora, the Library offers a good selection of books, databases, e-reference books, magazines and newspapers, interlibrary loans, research assistance, individual and group study areas, computers, laptops, printers, a photocopy machine, and more. Reference desk staff will be happy to help you find what you are looking for. Check the website for opening hours from Monday to Friday.

**Teachers**

Your teachers are your first line of contact for academic assistance, but don’t wait to be asked. At college the expectation is for you to be responsible for your learning. You have approximately 15 weeks to get to grips with each course and the content and competencies build as you progress. Students can very quickly feel overwhelmed. The key is to address any issues you are having sooner rather than later.

Talk to your teacher after class or during their office hours. Consult your Course Outline for their contact information and office hour schedule.
AccessAbility (learning accommodation) Services

Heritage College provides adapted services delivered and monitored by a professional counselor to support students with special needs.

You can apply anytime during the semester, but it is best to register at the beginning of the semester. In order to register as an AccessAbility student, you need to provide a report from a specialist, either a Psychologist, Speech Therapist or a Doctor. The Individual Education Plan from High School is not sufficient.

Information about your specific situation cannot be shared with your teachers unless you give consent, but when teachers know about your needs, they can better help you reach your goals. A consent form is required to share your information with your teachers.

For more information make an appointment on Omnivox to meet with the AccessAbility Counselor in Student Services.

Early Alert Program

The College assesses the grades for all students and attendance records for first year students around week 6 in the semester. If you appear to be struggling you will be contacted and advised to meet with your Academic Advisor in Student Services so that they can understand what the issues are and guide you in the right direction.

If you are experiencing problems, however, please don’t wait to be contacted. Talk to your teacher or Academic Advisor sooner rather than later and explore your options.

Distance Education

Cégep a distance offers online diploma courses throughout the year. A student can take up to four courses at a time with up to 6 months to complete a course. Take a look at cegepadistance.ca for more information and talk to your Academic Advisor in Student Services.

Summer School

A list of credited summer courses is typically available in April. The College usually offers Remedial Math, French and Science high school Secondary IV and V courses and English and Philosophy/Humanities cégep courses. Ask in Student Services for more information.

Personal/Career Counseling

Guidance Counseling – Careers

Careers

If the program you are in isn’t what you expected it to be, or you realize that the direction you are heading in isn’t a good fit for you, it’s important to recognize this and explore your options. At cégep, the general education courses are a part of each program, which means that these courses can be transferred to a different program and the time you spent in them isn’t lost.

There are two counselors in Student Services who can help you explore your options. Make an appointment via the Omnivox Make an Appointment module. If you choose to do some testing to help
explore your strengths and suitable directions, you will need between one and three appointments with a counselor. This can be arranged after your initial meeting and discussion.

Further study
If you have a general idea of what discipline you want to study in at university, but you are not sure what program to apply for or how to apply, talk to your Academic Advisor in Student Services. Appointment times are available on Omnivox. Wherever possible, do your homework before meeting with your advisor to get the most out of the time with them.

Guidance Counseling – Personal
Life and adapting to college can be overwhelming and stressful at times. Sometimes you can handle things on your own, or with the help of your friends, but sometimes you need someone with professional training to provide an unbiased perspective and support.

Two counselors are available for appointments (via the Omnivox Make an Appointment module) or you can drop in to Student Services if you need to speak to someone more urgently.

Please note: Counseling services are confidential by law unless you are considered to be at risk of causing harm to yourself or others.

Additional Services

Proof of Registration/Confirmation of Student Status
Students requiring proof of their enrolment at the College may request a letter via the Omnivox Document Request module. It may take several days for your request to be processed, depending on the type of document you require.

Transcripts
Official transcripts can be obtained for $5 per request (one request per institution) via the Document Request module in Omnivox. Final transcripts will be sent automatically to universities and colleges as a result of requests initiated during the semester.

Lost property
Drop off or pick up items in the Information Office, off the Agora. Open Monday to Thursday, 7:45 a.m. to 6 p.m., and Friday, 7:45 a.m. to 5 p.m. Unclaimed items will be made available to all students throughout the semester (valuable items will be kept for one month). It is the owner’s responsibility to claim their property.

Building Hours
The College is open from 7 a.m. to 10 p.m., Monday to Friday, and from 1 to 4 p.m. on Saturdays. Weekend access is limited to the main (large parking lot). You will need to show your student ID card.

Tax Receipts
A tax receipt will be issued to you via the Omnivox Tuition and Tax Receipts module each year.
Virtual Heritage

At Heritage there are a number of different services and systems available to support your learning and to stay in touch with you. Your teachers will have their own preferences and styles, but make sure that you know how to make the most of each resource so that you don’t miss out on important information.

Omnivox

Omnivox is an interactive communication tool that is used by the College to provide important information to students. It is regularly used by Student Services, the Registrar’s office and teachers as their main tool for communication. Students are also able to access a variety of information related to their student records such as their timetables, income tax receipts, transcripts and so on. Once students are offered admission to the College they are given access to the Omnivox tools and are responsible for ensuring that their contact information is accurate and up to date. Students are able to download the Omnivox app on their smartphone or tablets.

If it’s important you will find out about it via Omnivox - Check it often!

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<td>MIO - Messaging in Omnivox</td>
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<td>Program Change</td>
<td>Submit a request to change programs</td>
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Progression Chart  
Consult your personal progression chart: courses passed and to be completed in the program

Results – Collegial studies grades transcript  
Final grades for your cégep studies.

Surveys and Votes  
Respond to important surveys from the College and your Student Association

Teachers Directory  
Look up teacher contact information

Tuition tax receipts  
Print your tax receipt each year

**Telephone broadcast system**
This system allows the College to send an automated message to students. It is important that the contact information is accurate and up to date to ensure that students receive these messages. Once a message has been distributed, students are able to listen to the message again in their Omnivox account. This system is used during the daytime to notify students of cancelled classes and is primarily used in the evenings as a last resort communication by the Registrar’s office to contact students who have not met their registration deadlines.

**Messages in Omnivox ‘MIO’**
This communication tool is similar to email and is available in the Omnivox account. Student Services and the Registrar’s office primarily communicate to students using MIO. Students can transfer their MIOs to a personal email account (see below).

**MIO Redirect**
Redirect your MIOs (Messages In Omnivox) to your own email account so that you don’t miss out on important messages. Go to your MIO account, click Settings, and Email Notification and enter the address you want to redirect your messages to.

**Academic Calendar**
This Ministry regulated calendar is available on the College website. Important dates such as the first and last day of class, as well as the exam period is advertised for the Fall and Winter semesters. It is the student’s responsibility to be aware of these dates and plan their lives accordingly.

**Omnivox Calendar**
This online calendar highlights important events in the college both academic and extra-curricular related. All students are responsible to be familiar with these dates and deadlines.

**Latest News and Messages**
To find out what is going on in the College from social and sporting events to competitions, campaigns, university open houses, scholarships and more, check out this page regularly.
My Intranet Community
For help with study skills, learning and motivation strategies, information on events and activities, clubs, AEC internship opportunities, important deadlines and more, check out the resources available on the Omnivox Community groups located on the right hand side of the home page.

Computer/Email Accounts
Every student is given a college computer account, an email address. All students will be required to electronically sign a consent form, including a computer user agreement when they set up their account on Omnivox. Information on how to set up and use your account will be sent to you via MIO. If you need additional help or experience problems accessing the network or using the computers and printers, contact Computer Services in Room B-223, email techsupport@cegep-heritage.qc.ca, or call extension 2000.

Moodle
It’s all about you and your teachers. Your teachers will tell you if Moodle is relevant to the courses you are in.

You may have access to presentations, class notes, videos, online discussions, reminders for due dates and tests, reading and other deadlines, post assignments and more.

To access Moodle go to the home page of the website and enter your college network account username and password.

The College Website
The website has general information about the College, your program and the services available to you such as the Library and The Learning Centre (TLC), along with Co-op and Awards and Scholarships. You can also access Omnivox and Moodle and your college email from the home page.

Computer Labs/Wi-Fi Connections
The general purpose computer lab is located on the second floor (Room B-218). Students can also use general access computers in the Library (off the Agora) and The Learning Centre (Room C-103).

Wi-Fi access is available across the College. Choose the Heritage College network (and not the guest entry) and use your college network account username and password to access this service.

Printing Rights Renewal
Students have access to the Heritage network and a computer and email account, and pay for the use of these services (with printing rights) via the registration fees each semester ($10 DEC programs - NewMedia = $50, $20 AEC programs).

The cost of each printout made in the College is deducted from the balance at 5 cents a copy for black and white and 20 cents a copy for colour (35 cents for 11x17 colour copy). You will be advised when your printing balance is low, at which point you can obtain additional printing privileges from Building Services (Room A-200) at $5 for 100 pages, $10 for 200, or $15 for 300 pages.

Photocopy Services
Photocopiers are available in the Library at 10 cents a copy.
Technical Support
At beginning of semester, Computer Services Technical Support will send you an important MIO giving you guidelines on how to use the technology available at Heritage. You can also consult Policy # 23 – Use of Electronics Network available on the College Website. http://www.cegep-heritage.qc.ca/Institution/About_Heritage_College/PoliciesRegulations.php

If you need additional help or experience problems accessing the network or using the computers and printers, contact Computer Services in Room B-223, email techsupport@cegep-heritage.qc.ca, or call extension 2000.

Making/Cancelling Appointments
The Omnivox Make an Appointment module offers an easy way to plan ahead and get in touch with people who can help you.

If you make an appointment jot down the date and time so that you don’t forget it. If you don’t turn up you are taking a spot someone else could have had. If you can’t go to your appointment cancel it as soon as possible via the same module or send a MIO to let them know.

If you don’t see something that fits with your schedule, drop in to Student Services and ask about drop in times.
Support and Information Resources

- Course change/ withdrawal
- Program change/withdrawal
- Course selection
- Course load adjustment
- Learning accommodations
- Grade review
- Academic Probation
- University admissions
- Scholarships
- Equivalencies/Substitutions

Academic Advisors
Student Services
Off the Agora

Career exploration
Personal counseling
AccessAbility services

Guidance Counselors
Student Services
Off the Agora Ext. 1320

Loans and bursaries
Computer Loans

Financial Aid Officer
Student Services Ext. 1321

Research assistance
Study space
Interlibrary loans
Books/journals/videos
Computers/Printer
Photocopier

The Library
Off the Agora
Circulation Desk Ext. 1470

Teaching assistance
Study space
English/study skills workshops
Study skills handouts

The Learning Centre
Rm. C-103

Computer and printer problems
Heritage email, computer account access

Computer Services
Room B-223B Ext.2000

Parking pass – On Omnivox
Printing rights purchase

Building Services
Room A-200 Ext.1060

Transcripts
Proof of Registration
ID cards
Lockers
Dark Room access

Student Services
Off the Agora Ext.1320

Lost property
Staff directory

Information Office
Off the Agora Ext. 0

Clubs
Activities

Student Association
In the Student Lounge (A-119)
## Useful Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Academic Advisors:</td>
<td></td>
</tr>
<tr>
<td>Rachael Fieldsend</td>
<td>1330</td>
</tr>
<tr>
<td>Judy Mueller</td>
<td>1326</td>
</tr>
<tr>
<td>Jean Scott</td>
<td>1322</td>
</tr>
<tr>
<td>Academic Services</td>
<td>1080</td>
</tr>
<tr>
<td>AccessAbility Services</td>
<td>2890</td>
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<tr>
<td>Bookstore</td>
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<td>Building Services</td>
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<td>Computer Services Help Desk</td>
<td>2000</td>
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<tr>
<td>Co-op Coordinator - Alain Beauparlant</td>
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<tr>
<td>Financial Assistance – Christine Smyth</td>
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<td>Guidance Counselors (personal/career)</td>
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<tr>
<td>Patricia Arnold</td>
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</tr>
<tr>
<td>Josée Beaudry</td>
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<td>Information Office - Teacher directory and general assistance</td>
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<td>Library Circulation/Reference Desk</td>
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<tr>
<td>Media factory</td>
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<tr>
<td>Recreation Technician – Jeremy Howard</td>
<td>1820</td>
</tr>
<tr>
<td>Registrar – Kelly McMahon</td>
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<tr>
<td>Social Work Technician – Marie-Josée Dubois</td>
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<tr>
<td>Special Education Technician – Carolyne Drouin</td>
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</tr>
<tr>
<td>Student Life Manager – Erika Pouliot</td>
<td>1107</td>
</tr>
<tr>
<td>Student for a Day Program – Sandra Ricci</td>
<td>2803</td>
</tr>
<tr>
<td>Student Services – reception desk</td>
<td>1320</td>
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It is very important that you understand your rights and responsibilities. The following is a brief guide to the most important policies related to students. For the full version of these and other College Bylaws, Polices and Regulations, go to the Heritage Website and click on About Heritage>Governance and Administration>Policies and Regulations.

**Evaluation of Student Achievement (Policy 5)**
Students are ultimately responsible for their learning and for understanding how they will be evaluated in their courses. Course Outlines are an essential tool to help you manage your learning and success. Be familiar with this policy.

**Academic Integrity (Policy 33):**
Students caught cheating, plagiarizing and in other acts of academic dishonesty maybe be given zero for an assignment, exam, or course, or be suspended from the course, program or College.

**Academic Standing (Bylaw 5):** Students failing the same course repeatedly or 50% or more of their courses each semester are placed on academic probation or suspended from the College, depending on their academic history.

**English Language Usage (Policy 36):**
All written work will receive a portion of the grade based on the proper use of English. Your individual course outlines and assignments will specify the details.

**Student Conduct (Policy 24):**
Interventions will be applied to students involved in misconduct related, but not limited, to interfering with learning, endangering the health and safety of others, possession of illegal drugs, and misuse of property. Be familiar with this policy.

**Electronic Network Use (Policy 23):**
You will be asked to sign an agreement before you will be given access to your College network accounts. Familiarize yourself with the rules and regulations surrounding the use of the College network to avoid penalties, including denied access, expulsion from the College and legal proceedings.

**Fees and Refunds (Bylaw 2):**
Students who withdraw from courses/the College are eligible for a refund of a percentage of the registration fees, based on whether the withdrawal is prior to the first day of classes, or the withdrawal deadline (published on Omnivox). For a list of fees and refunds associated with specific courses consult Reference Document B2.1. (Located on the College website>About Heritage>Governance and Administration>Policies and Regulations). To apply for a refund, go to Student Services.

**Parking (Policy 7):** Drive safely on College grounds, and display your day pass or permit to avoid fines issued by the City of Gatineau.

**Smoking (Policy 21):** Smoking on or within the college grounds inside the beltway is prohibited. For penalties consult the policy.
Emergency Procedures

Three codes will be used during emergency procedures via the P.A. system and warning lights installed in major hallways and in washrooms.

**Lock Down Procedure**

In the event of a lock-down situation, the CODE WHITE alert will be transmitted via the P.A. system and warning lights.

1. Seek shelter in the nearest room and gather as many people as you can from the hallways or corridors;
2. Lock and barricade the door;
3. Close all blinds or shades if possible;
4. Turn off the lights and all other audio equipment;
5. Remain silent;
6. Stay Calm;
7. If there are injured people in the room, write the number on a piece of paper and place in the window facing out of the building in order to inform the local law enforcement;
8. Keep low to the floor.
9. The CODE GREEN alert will announce that the lockdown is over, but you must stay where you are until a confirmed local law enforcement tells you to leave the room.

The meeting place during a lockdown situation is the cafeteria of Le Collège de l’Outaouais, located at 333, Cité des Jeunes blvd.

**Evacuation Procedure**

In the event that the evacuation of the building is necessary (fire, etc.), the CODE RED will be used.

1. Stay calm and leave the building using the nearest exit.
2. Do not go back to your locker.
3. Never use the elevator.
   When the alarm goes, off the elevator stops working. If you have limited mobility and are located on the second floor, go to the top of the stairs in the Agora area and wait for assistance. Someone from the Evacuation Team will assist you.
4. Once outside the College, go outside the beltway and wait for further instructions from supervisors.
5. Do not use your car: the belt way must be clear for emergency vehicles.
6. Do not re-enter the building, unless advised by the evacuation supervisor or the CODE GREEN alert.
First Aid Services
Contact the Information Office, open between Monday to Thursday 7:45 a.m. to 6 p.m., and Friday 9 a.m. to 5 p.m., or look for the green cross signs posted on doors throughout the College marking the locations of trained first-aiders and first aid kits.

IN THE EVENT OF AN EMERGENCY

1. STAY CALM!

2. CONTACT someone for help.

**During class hours:** Contact THE INFORMATION OFFICE
  - Press the emergency button if you are in a classroom, or
  - Dial "0", or
  - Send someone to the Information Office off the Agora.

**After 6 P.M. or on weekends:** Contact THE SECURITY GUARD on ext. 2214

3. Have the FOLLOWING INFORMATION concerning the emergency:
   - Nature of the emergency
   - Location
   - Gender (if applicable)
   - Approximate age (if applicable)

The appropriate help will be sent to your location.

College Closure
In case of class cancellation due to severe weather conditions or an emergency situation:

- Call the College at 819-778-2270. A message will state if the College is closed.
- A notice advertising the closure will also be placed on the College website (www.cegep-heritage.qc.ca), Omnivox, the College Facebook Page, and the main doors.
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Need more information/assistance?

Contact **Student Services**.

**Monday to Friday 8:30-4:30**
**819-778-2270 ext. 1320**
**sservices@cegep-heritage.qc.ca**

*If the information in this guide is unclear or you would like to make a suggestion on how to improve it, please provide your constructive feedback to Rachael Fieldsend via MIO or rfieldsend@cegep-heritage.qc.ca*