

# Learner Handbook



# Contents

## Academic Departments

Centre for Excellence in Foundational Learning	3	Chiu School of Business	4
Centre for Excellence in Immigrant and Intercultural Advancement	3	School of Community Studies and Creative Technologies	4
		School of Health and Wellness	5

## Academic Information

Academic Honesty	7	Important Dates and Deadlines	11
Academic Performance Standards	7	Learner Appeals	12
Grading	10	Transfer Credit and Prior Learning	12

## Money

Financial Aid	15	Student Awards	16
Student Loan Information	15	Tuition and Fees	16
Outstanding Fees/Accounts	15	Paying Tuition & Fees	18
Receipt & Income Tax Deductions	15	Withdrawals & Tuition Refund	18

## Campus Life

Bicycle Racks	20	Personal Belongings	22
Cellphone Use	20	Personal Safety and Safe Walk	23
Elevator Etiquette	20	Police Information Checks	24
Evacuation Procedures	21	Smoking	24
Fundraising	22	Learner Code of Conduct	25
Getting Involved	22	Student ID Cards	27
Immunizations	22	Campus Spaces	28

## Learner Services

Learner Success Services	30	Lockers	38
Accessibility	30	Lost & Found	39
Career Services	31	The Market	39
Counselling & Wellness	31	Multi-Faith Room	39
Student Affairs	32	Office of the Registrar	40
Alumni Relations	33	RGO Library and Learning Commons (LLC)	40
Bookstore	33	RiverWalk Café	41
Child Care Centre (YWCA)	34	SABVC – Students' Association of BVC	41
Email & Web Portal	34	SABVC Student Health & Dental Plan	42
Housing	35	Student Advising Centre	43
Imagine Health Centre	35	Testing Services	44
Iniikokaan Aboriginal Centre	36	Tim Hortons	45
Intercultural Centre	36	Tutorial/Academic Success Centre	46
International Education Department	37		

## Campus Maps 46-47

Note: Any information pertaining to college policies in this handbook are unofficial summaries. Please refer to [bowvalleycollege.ca/publications](http://bowvalleycollege.ca/publications) for official policies. In the case of any discrepancies, the official policy will prevail.

# Academic Departments

CENTRE FOR EXCELLENCE IN FOUNDATIONAL LEARNING	3
CENTRE FOR EXCELLENCE IN IMMIGRANT AND INTERCULTURAL ADVANCEMENT	3
CHIU SCHOOL OF BUSINESS	3
SCHOOL OF COMMUNITY STUDIES	4
SCHOOL OF CREATIVE TECHNOLOGIES	4
SCHOOL OF HEALTH AND WELLNESS	5

# Academic Departments

## **CENTRE FOR EXCELLENCE IN FOUNDATIONAL LEARNING**

### **Location**

5th Floor, North Campus  
403-410-1500

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The Centre is responsible for the following programs: Artstream, Aboriginal Upgrading, Adult Basic Education, High School Upgrading, GED, Deaf and Hard of Hearing Literacy, and Pathways to Career Programs. If you are in one of these programs, this is your department. Your instructors, coordinators, and Dean are accessible through this office.

## **CENTRE FOR EXCELLENCE IN IMMIGRANT AND INTERCULTURAL ADVANCEMENT**

### **Location**

Main Reception: 6th Floor, North Campus  
403-410-3400

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The Centre for Excellence in Immigrant and Intercultural Advancement is the academic department responsible for all full time and part time English Language Learning programs at the college. This includes LINC, full time ELL, English for Academic Purposes, Bridge, Youth in Transition, International ELL, Corporate Readiness Training Program, and all Continuing Education ELL classes. Your instructors, coordinators, and Dean are accessible through this office.

## **CHIU SCHOOL OF BUSINESS**

### **Location**

5th Floor, South Campus  
403-410-1570

# Academic Departments

## **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The Chiu School of Business is responsible for the following programs: Business Administration Diploma, Legal Assistant Diploma, Business Administration Certificate, Human Resources Certificate, Hospital Unit Clerk, Medical Office Assistant, Veterinary Office Assistant, Dental Business Assistant, and Administrative Professional Certificate. The Chiu School of Business is also responsible for delivery of all online business courses. Your instructors, coordinators, Student Engagement Officers, and Dean are accessible through this office.

## **SCHOOL OF COMMUNITY STUDIES**

### **Location**

7th Floor, North Campus  
403-410-1471

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The School of Community Studies is the academic department responsible for the following programs: Addiction Studies, Disability Studies, Early Learning and Child Care, Education Assistant, Fetal Alcohol Spectrum Disorder Education, Health and Human Services Management, Justice Studies, and Social Work. Instructors, coordinators, and Dean are accessible through this office.

## **SCHOOL OF CREATIVE TECHNOLOGIES**

### **Location**

7th Floor, North Campus  
403-410-1471

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The School of Creative Technologies is the academic department responsible for the following programs: Digital Marketing, Interior Decorating, and Software Development. Instructors, coordinators,

# Academic Departments

and Dean are accessible through this office.

## **SCHOOL OF HEALTH AND WELLNESS**

### **Location**

7th Floor, North Campus

403-410-1470

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The School of Health and Wellness is the academic department responsible for the following programs: Health Care Aide, Health Care Aide Bridging to Practical Nurse, Nutrition Manager, Practical Nurse, Pharmacy Technician, and Recreation Therapy Aide. Your instructors, coordinators, and Dean are accessible through this office.

# Academic Information

ACADEMIC HONESTY	7
ACADEMIC PERFORMANCE STANDARDS	7
GRADING	10
IMPORTANT DATES	11
LEARNER APPEALS	12
TRANSFER CREDIT AND PRIOR LEARNING	12

Note: The following sections represent a summary of select policies impacting learners. Please refer to [bowvalleycollege.ca/publications](https://bowvalleycollege.ca/publications) for a complete listing of learner policies and links to official policy documents.

# Academic Information

## ACADEMIC HONESTY

Academic honesty is expected of all learners enrolled at Bow Valley College. Academic dishonesty is a serious offence and will result in consequences ranging from a reprimand to expulsion from the College.

Acts of academic dishonesty include, but are not limited to, the following:

- Plagiarism: that which is represented as one's own work and has been deliberately copied from any outside source, including other learners' work.
- Cheating: copying, falsifying, stealing, or aiding others in such dishonest activities.
- Modification and/or falsification of documents or records.
- Theft, or attempted theft of examination or any academic materials.

The department, in consultation with the program coordinator and the instructor, will administer penalties.

Penalties will be documented and stored on the learner's file in the Registrar's Office. Learners expelled for academic dishonesty will be assigned a withdrawal code.

Bow Valley College has an established appeals process, as outlined in the learner appeals section of this Handbook, for learners who wish to have a decision reviewed.

## ACADEMIC PERFORMANCE STANDARDS

The College's Academic Continuance and Graduation Policy requires that learners maintain Satisfactory Academic Standing by achieving certain grades in their courses in order to continue in their programs and graduate. The following are the usual requirements for Satisfactory Academic Standing:

- Learners in Credit Certificate and Diploma programs\* must have a Grade Point Average (GPA) of at least 2.0.
- Learners in Upgrading and English Language Learning credit programs must have a Grade Point Average (GPA) of at least .67.

# Academic Information

- Learners in all programs must pass all of their courses.

The GPA is based on the “Grade Point Value” of the final course marks according to the grading chart (See “Grading” below):

In general terms, a GPA is an average of the Grade Point Values for each course.

## **Eligibility to Graduate**

In order to graduate, learners will need to have the minimum GPA for Satisfactory Academic Standing as stated above. Some programs may also have additional or other requirements for graduation.

## **Academic Probation**

Based on their final grades in their courses, learners who do not achieve the requirements for Satisfactory Academic Standing will be put on Academic Probation in the following term. Academic Probation is meant to inform and warn learners that they have not met the requirements for staying in the program and graduating and provides them with an opportunity to demonstrate better academic performance and achieve the marks needed to return to Satisfactory Academic Standing. If a learner on Academic Probation is successful in improving his or her academic performance as required, the learner will return to Satisfactory Academic Standing the next term and will no longer be on Academic Probation.

Learners’ final marks will be reviewed at the end of each term and learners who have not met the requirements for Satisfactory Academic Standing will be notified by email several weeks after the end of the term that they are on Academic Probation.

## **Required to Withdraw**

Learners who are on Academic Probation will be withdrawn from their program at the end of the term on which they are on probation if they 1) do not achieve the required marks for Satisfactory Academic Standing, or 2) fail the same course a second time. It is important to note that the average GPA for all courses taken in the program is used as well as the GPA for the term. That means that to achieve the average GPA required, learners on Academic Probation may need to achieve higher than the minimum GPA stated above in order to bring up their overall average to return to Satisfactory

# Academic Information

Academic Standing and avoid being withdrawn.

Note that the Practical Nurse, Health Care Aide, and the Pharmacy Technician programs have specific standards that, if not met, will result in withdrawal. Also note that learners on Alberta Works or other funding may need to meet other requirements specific to that funding in order to continue to be eligible to continue to receive funding.

Learners who have been required to withdraw will not be allowed to reapply to start the program again until 12 months have passed and will require special approval to be readmitted. In some cases, programs may have different rules for readmission.

## **Attendance**

Bow Valley College believes in the importance of attendance and its relationship to achievement. There is no mandatory attendance requirement that is applied across all College programs; however, certain programs have attendance expectations that arise from the program design and delivery. Where this is the case, students will be informed and programs will monitor attendance.

# Academic Information

## GRADING

GRADE	PERCENTAGE	GRADE POINT VALUE	DESCRIPTION
A+	95-100	4.0	Exceptional
A	90-94	4.0	
A-	85-89	3.67	Excellent
B+	80-84	3.33	
B	75-79	3.0	
B-	70-74	2.67	Good
C+	67-69	2.33	
C	64-66	2.0	
C-	60-63	1.67	Satisfactory
D+	57-59	1.33	
D	54-56	1.0	
D-	50-53	.67	Minimal Pass
F	<50	0.0	Fail

Bow Valley College has a standardized grading system using letter grades that have the following grade-point values.

Symbols (not calculated in GPA):

These symbols are found in learner's transcripts.

**AU** Audit (Learner is registered in the course: however, no credit or grade is provided.)

**AG** Aegrotat (Assigned when a learner has successfully completed the term work in a course but who is unable to write a final examination due to medical or compassionate reasons.)

**I** Incomplete

**IP** In progress

**LW** Late Withdrawal

**P** Pass

**PL** Prior Learning

**TC** Transfer Credit

# Academic Information

## **W** Withdrawal

In the event that grades are not submitted within the published grade submission deadline, a grade of I will be entered. It is the responsibility of the learner's academic department's to update the I grade to a final grade within 30 days of the end of the course.

A grade value of 1 may not be sufficient to proceed to courses for which it serves as a prerequisite. A Grade Point Average (GPA) of 2 is required for graduation. Each department will ensure that the required GPA for prerequisite courses is stated on all course outlines.

## **IMPORTANT DATES AND DEADLINES**

The below dates can be found at:

[bowvalleycollege.ca/ImportantDates](http://bowvalleycollege.ca/ImportantDates)

- First Day of Class
- Last Day of Class
- Drop Deadline
- Withdrawal Deadline
- Health and Dental Deadline
- College Closures/Holidays

Please note that dates are subject to change. Learners should always check [myBVC.ca](http://myBVC.ca) for the exact drop/withdrawal deadline for their courses as they may differ from the term dates.

## **LEARNER APPEALS**

The Appeals policy and procedure at Bow Valley College is designed to ensure that learners who believe that they have not received a fair academic or disciplinary decision by the College will have access to a thorough, respectful, and impartial review of their concerns. The College maintains policies and procedures for the resolution within

# Academic Information

the College setting and respects the dignity of all parties concerned. Grade appeals require the submission of a Learner Appeals Form within 5 class days of receiving the grade. Appeals of final grades must be submitted within 30 calendar days of the release of the final grade. You can submit a Learner Appeals Form (available at [myBVC.ca](https://myBVC.ca)) to the Chair, Learner Appeals Committee at [registrar@bowvalleycollege.ca](mailto:registrar@bowvalleycollege.ca).

Should you require any clarification regarding the Learner Appeals process or help with the preparation for an appeal, please contact the Registrar's Office or the Student Affairs Officer:

[registrar@bowvalleycollege.ca](mailto:registrar@bowvalleycollege.ca)

[studentaffairs@bowvalleycollege.ca](mailto:studentaffairs@bowvalleycollege.ca)

## TRANSFER CREDIT AND PRIOR LEARNING

Do you think that you may have already completed course work applicable to your program? If so, you need to apply to the Registrar's Office for transfer credit.

Transfer Credit is the result of one institution recognizing education completed at another post-secondary institution. Transfer Credit allows learners to use their previous studies towards a new credential at another institution.

### Steps for Applying for Transfer Credit:

1. Submit a Transfer Credit Form to the Transfer Credit Officer at the Office of the Registrar listing each course you want considered for transfer credit. There is no fee to apply.
2. You may be asked to submit additional documentation such as a course outlines/syllabus or a transcript if you have not done so already. A paragraph description will not be accepted.
3. Learners must have applied to a career program at Bow Valley College. Non-credited courses cannot be considered as transfer credit.
4. Applications for transfer credit will be accepted up to one calendar month from the start of your program.
5. Learners applying for transfer credit must have a grade on their student record by the start date of the semester they are

# Academic Information

applying for. If there is no grade by that date; the request will be denied.

6. Please visit the Transfer Credit and Prior Learning website found at the link below for further details.

[bowvalleycollege.ca/TransferCredit](http://bowvalleycollege.ca/TransferCredit)

## **Fees**

An evaluation fee may be charged in the following circumstances:

- Evaluation of courses taken outside Canada upon recommendation through the International Qualification Assessment Services (IQAS) assessment.

Applicants who are denied transfer credit may appeal in writing to the Registrar (or designate) of Bow Valley College with a copy to the corresponding department. Learners must submit a transfer credit request prior to the end of the first month of a program. Transfer credit requests should be completed at the Registrar's Office.

# Money

FINANCIAL AID	15
STUDENT LOAN INFORMATION	15
OUTSTANDING FEES/ACCOUNTS	15
RECEIPTS & INCOME TAX DEDUCTIONS	15
STUDENT AWARDS	16
TUITION AND FEES	16
PAYING TUITION & FEES	18
WITHDRAWALS & TUITION REFUND	18

# Money

## FINANCIAL AID

### Location and Hours:

See [Learner Success Services](#)

403-410-1681

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

Financial Aid support is available in Learner Success Services and offers help with full and part time Student Loans and one-on-one free confidential financial coaching.

## Student Loan information

For Government Student Loan information, go to [studentaid.alberta.ca](http://studentaid.alberta.ca). If you need assistance with your Student Loan, please make an appointment with a Financial Aid Advisor at Learner Success Services (1st Floor, South Campus) or call 403-410-1417.

## OUTSTANDING FEES/ACCOUNTS

Unpaid or outstanding fees will result in program withdrawal and denial of future registration, as well as denial of access to transcripts and certificates. Payment of outstanding accounts may result in reinstatement of regular learner status. Outstanding accounts are subject to a \$50 late payment fee.

## RECEIPTS AND INCOME TAX DEDUCTIONS

Receipts are issued at the time of payment for courses and course materials. Learners enrolled at Bow Valley College may be eligible for tuition credit. Post-secondary certificate and diploma programs are eligible for T2202A tax receipts. Most other programs are not. T2202A income tax receipts are automatically generated and issued to learners via the [mybvc.ca](http://mybvc.ca) webportal according to Canada Revenue Agency guidelines. Learners can print copies of their T2202A tax receipts from the [mybvc.ca](http://mybvc.ca) web portal.

## STUDENT AWARDS

### Location and Hours:

See [Learner Success Services](#)

403-410-1691

[awards@bowvalleycollege.ca](mailto:awards@bowvalleycollege.ca)

[bvcawards.ca](http://bvcawards.ca)

There are many different types of Awards, Scholarships, and Bursaries available to Bow Valley College learners. Whether you are a new, ongoing, or transitioning learner, awards are available throughout your BVC academic journey.

### How to Apply?

- Online:
  - Search and apply for eligible awards at [bvcawards.ca](http://bvcawards.ca)
  - Your myBVC username and password is required to log-in
- In Person:
  - Get face-to-face assistance by booking an appointment at the Learner Success Service front desk (1st floor, South Campus).

## TUITION AND FEES

Your tuition and fees must be paid in full prior to the first day of classes. Specific tuition and fees for your program are listed online at <https://bowvalleycollege.ca/admissions/tuition-and-fees>

For detailed information about any BVC policies related to your fees, visit <https://bowvalleycollege.ca/student-resources/financial-services/paying-your-fees>

### Outstanding Fees/Accounts

Any unpaid or outstanding fees will result in withdrawal from your studies and denial of future registration, as well as denial of access to all BVC services, including transcripts and certificates. Payment of outstanding accounts may result in reinstatement of regular student status. Any outstanding accounts may be subject to a \$50 late payment fee.

# Money

## **Tuition**

This is the core instructional cost of your program and covers the class time and instruction you receive at BVC.

In addition to tuition, Bow Valley College collects mandatory fees each semester to enhance your student experience and help you get the most out of your time at BVC.

## **Student Services Fee**

The Student Services Fee includes your Student ID Card, transcripts (official and unofficial), confirmation of enrolment letters, graduation, and other services provided by the Office of the Registrar and Learner Success Services.

## **Materials Fee**

The Materials Fee is applied to full-time programs and some part-time courses for the materials instructors use in their classes. Materials fees vary by program.

## **Students' Association Fees**

Full- and part-time learners are considered members of the Students' Association of Bow Valley College (SABVC) and are subject to fees for this membership. Bow Valley College collects these fees on behalf of the SABVC.

The fees go towards a number of initiatives that support student interests. Visit [SABVC.ca](http://SABVC.ca) for more information.

## **Health and Dental Fees**

All members of the Students' Association in programs of 26 weeks or longer are subject to fees for a health plan. Opt-out options are available upon proof of alternative coverage within 30 days of program start on the anniversary of your first full-time semester. Opt-in and family add-on options are also available. Learners who are funded through Alberta works or through EI are not eligible for coverage. Visit [mystudentplan.ca/bowvalley](http://mystudentplan.ca/bowvalley) for additional information. Fees are collected by Bow Valley College on behalf of the [SABVC](http://SABVC).

# Money

## Paying Your Tuition and Fees

### Online

Avoid lineups and pay your tuition online. Log onto your [myBVC.ca](https://myBVC.ca) account and select 'Online Services' and then, 'Make a Payment'. Use your Visa or MasterCard to make your payment.

### In Person

To pay your tuition or fees in person, visit the Office of the Registrar. Bow Valley College accepts:

- Cash
- Interac Direct Payment
- Visa or MasterCard
- Money order
- Certified cheque
- Purchase order
- Personal Cheques (Post-dated cheques are not accepted)

### By Phone

To make your tuition payment by phone, call the Office of the Registrar at 403-410-1400. Have your Visa or MasterCard number and your 6-digit Bow Valley College student ID number ready.

## WITHDRAWALS & TUITION REFUND

Learners wishing to withdraw from a program or course must notify the academic department.

Learners withdrawing from a program or course may be eligible to receive a refund of their tuition based on the length of the attendance in the program or course, provided there are no outstanding financial accounts and the learner has followed the formal withdrawal/cancellation procedures of the College.

For more information on withdrawals and tuition refunds, please visit: <https://bowvalleycollege.ca/student-resources/academic-services/withdrawing-from-bow-valley-college>

# Campus Life

BICYCLE RACKS	20
CELLPHONE USE	20
ELEVATOR ETIQUETTE	20
EVACUATION PROCEDURES	21
FUNDRAISING	22
GETTING INVOLVED	22
IMMUNIZATIONS	22
PERSONAL BELONGINGS	22
PERSONAL SAFETY AND SAFE WALK	23
POLICE INFORMATION CHECKS	24
SMOKING	24
STUDENT CODE OF CONDUCT	25
STUDENT ID CARDS	27
STUDENT SPACES	28

# Campus Life

## **BICYCLE RACKS**

Bicycle racks are available at various locations outside of the North, South, and West Campuses. Bow Valley College is not responsible for damage or loss of any bikes or locks left on the bike racks. Owners leave their bike and lock at their own risk.

## **CELLPHONE USE**

Turn off the ringer in class. Turn phone to vibrate or just leave it off until class is over. Using your cellphone, camera, or texting is not permitted during exams. Instructors may communicate usage expectations specific to their class.

Please observe posted signage regarding designated quiet places.

## **ELEVATOR ETIQUETTE**

- People who require assistance with mobility have priority access to the elevator. If the elevator is full, it is appropriate that people get off the elevator to make room.
- If you are able, use the rule of 'walk up one floor and down two,' instead of using the elevator for short trips. It will also help keep you in shape.
- OFF before ON. Please allow individuals off the elevator before attempting to get on.
- Do not hold open the elevator doors with your hands or any other objects like books, binders, or bags. Holding the elevator door causes the elevator to not work properly and potentially result in entrapment.
- Please do not wear your backpack in the elevator. They take up a lot of room and can accidentally harm others in the elevator.

# Campus Life

## EVACUATION PROCEDURES

All campuses at Bow Valley College are equipped with a voice messaging system. This system will give one of two messages depending on the type and severity of the emergency: **“Stand by”** or **“Evacuate”**.

### **Stand by:**

This is a warning that you MAY need to evacuate and should prepare to do so.

- Look for the nearest exit.
- Collect any personal items. Make sure that you have everything that you would need if you couldn't get back into the building (wallet, keys, medication, money, etc.)

### **Evacuate:**

Immediately go to the nearest safe stairwell and exit the building. Emergency Wardens will direct you to the ASSEMBLY POINT.

- DO NOT go to your locker
- DO NOT run or crowd
- DO NOT update social media
- DO NOT use the elevators
- DO NOT return to the building until you're told that it is safe
- DO follow the direction of Emergency Wardens
- DO offer assistance to anyone that doesn't know where to go
- If you need assistance in evacuating, DO tell an Emergency Warden and wait outside of a stairwell. Once everyone has left the stairwell, wait inside for assistance. An Emergency Warden will stay with you.

### **Assembly Points:**

- North Campus: Go to the 1st or 2nd floor of the South Campus
- South or West Campus: Go to the 1st or 2nd floor of the North Campus

Evacuation Instruction Quick Reference Cards are available from the Campus Security Office in North Campus.

# Campus Life

## FUNDRAISING

Class or group fundraising for field trips, graduation dinners, and other needs is allowed on campus. However, all activities must be approved by the Student Affairs Officer. For further information on the types of fundraising events that are allowed on campus or the rules that govern all fundraising activities, please contact the [Student Affairs Officer](#).

## GETTING INVOLVED

Tips on how to get involved in the Bow Valley College community:

- Start a study group or [student club](#).
- Run for student office. Each year, the [SABVC](#) elects a new general council in September and their Executives in March.
- Take part in [LEAD \(Leadership Experience and Development\)](#).
- [Volunteer on campus](#). Read the bi-weekly Student eNews for volunteer opportunities.
- Join a committee. The SABVC has a number of committees that require learner involvement.

## IMMUNIZATIONS

Learners in health care programs must meet minimum immunization requirements prior to their first clinical placement. Learners will receive information about meeting those immunizations requirements when they begin classes.

## PERSONAL BELONGINGS

Bow Valley College is a safe and secure campus, however, learners are responsible for their personal belongings.

### **Never:**

- Leave your bag or personal belongings unattended
- Leave your locker open
- Keep knowledge of a theft to yourself

# Campus Life

## **Always:**

- Keep your valuables out of sight
- Lock your locker
- Report any thefts to Campus Security

Campus Security attends to safety/security concerns on College property. Please see them at the Campus Security Office in the 1st Floor, North Campus Atrium. They are also available via telephone at 403-410-1713.

## **PERSONAL SAFETY AND SAFE WALK**

Bow Valley College is committed to providing a safe campus environment for its learners, faculty, staff, and visitors. While Campus Security is responsible for ensuring our campus remains as safe as possible, the primary responsibility for personal safety rests with you.

- There is safety in numbers. If you are leaving the campus at night time, arrange to walk with friends to your vehicle, the bus stop, or CTrain platform.
- Walk with confidence when alone and stay in busy, well-lit areas.
- Avoid shortcuts through parks, parking lots, or dark areas.
- While waiting at CTrain stations or platforms, stay in view of the security camera, near a HELP intercom.
- If you have a cellphone, keep it turned on and ready to use.
- If you suspect trouble, trust your instincts, leave immediately and call security.

A Safe Walk program is available anytime of day or night. Campus Security will provide escorts within a two block radius of the campus. Please see them at the Campus Security Office in North Campus, 1st floor or call 403-410-1713.

The North Campus Security Office is occupied 24 hours a day, 365 days a year. Every elevator has an emergency call button. There is also a security intercom in every elevator lobby.

Campus Security can be reached by:

**Phone:** 403-410-1713

**Email:** [security@bowvalleycollege.ca](mailto:security@bowvalleycollege.ca)

## **POLICE INFORMATION CHECKS**

Learners in certain programs are required to submit a current police information check to the Registrar's Office or their program of study prior to entering the work experience or clinical component of their program.

Learners are responsible for applying for and obtaining their own police information check. It is the responsibility of the learner to obtain the necessary information for the record and understand the implications on their work/clinical placement and the licensure and/or employment prospects. For information on how to obtain a police information check, please contact your local police district office.

It is the decision of the practicum agencies to accept or reject a student for placement or observation experience based on the results of your police information check.

If you are unsure if your program requires you to have a police information check completed, please contact your individual academic department.

## **BVC SMOKING POLICY**

In order to maintain a safe, smoke-free workplace, we have updated our smoking policy.

Please note that smoking, including E-Cigarettes, is prohibited on all College properties. This smoking policy extends to employees, students, and visitors of the College.

Smoking is also restricted at all facility entrances:

- 1) North and West Campus buildings: smoking is not permitted within three (3) meters (9.8 feet) from entrances, exits, balconies, air intakes, and vents.
- 2) South Campus building: smoking is not permitted within 7.5 meters (24 feet) from entrances, exits, balconies, air intakes, and vents, including the 4th floor rooftop and the stairs at the 3rd Street entrance.
- 3) All other regional locations: smoking is not permitted within five (5) meters (16 feet) from entrances, exits, balconies, air intakes, and vents.

# Campus Life

Ashtrays are located in the areas where smoking is permitted.

Campus Security and City of Calgary By-law officers will patrol smoke free areas to ensure compliance. Non-compliance can result in fines of up to \$1000 for a first offence, and up to \$5000 for a subsequent offence. The College will also address non-compliance with reference to disciplinary measures in the Employee and Learner Codes of Conduct.

Smoking can lead to serious health issues, and we encourage all BVC learners and employees to live a smoke-free lifestyle. If you need help quitting there are resources available for you at [Health Canada](https://www.healthcanada.ca), or you can consult with your doctor to join a smoking cessation program.

Please refer to [bowvalleycollege.ca/studentforms](https://bowvalleycollege.ca/studentforms) for the complete, official policy.

## LEARNER CODE OF CONDUCT

Bow Valley College is committed to establishing and sustaining a positive and dynamic learning and working environment within our diverse College community. Actions of all members of our College community are expected to exemplify our values of excellence, learner-centred focus, accountability, concern for people, integrity, respect for diversity, teamwork, and trust.

While engaged in College activity, Bow Valley College learners must not engage in conduct that:

1. limits the reasonable freedom of other persons to pursue their studies, research, or work in the College or to participate in the life of the College.
2. is perceived to be harassing or discriminating against any member of the Bow Valley College community.
3. interferes with the operation of the College or causes damage to College property, environment, or ecology.
4. is violent or threatening.
5. a reasonable person would see as inappropriate.

Bow Valley College has the responsibility to ensure that these

# Campus Life

limitations are:

- communicated and understood.
- followed.
- met with consequences and/or sanctions when they are not followed.

## **Guidelines**

This is a summary only. Official Guidelines and Procedures are posted on [myBVC.ca](http://myBVC.ca) under "Student Information".

### **What is a Code of Conduct?**

A Code of Conduct is rules for everyone at Bow Valley College: learners, teachers, staff, and visitors.

### **What are the rules for learners?**

1. You **must not** interfere with anyone at the College when they are studying, working, or participating.
2. You **must** treat every person in the College the same (for example: man/woman; culture; religion).
3. You **must not** damage anything in the College or get in the way of College business.
4. You **must not** make people feel afraid of you (for example: violent or threatening).
5. You **must not** use bad language, yell, or treat any person in a bad way.

### **What does this mean for me?**

You must read and understand these rules. You cannot say, "I did not know the rules."

### **Are there other rules?**

You must follow the laws of Alberta and Canada.

### **What will happen if I don't follow the rules?**

If you don't follow the rules, you may receive a penalty. For example, you may have to stop school.

### **What if I do not agree with a penalty?**

If you think you did nothing wrong, or do not agree with the penalty, you can question it. To question a penalty, use the Learner Appeal document located on [bowvalleycollege.ca/studentforms](http://bowvalleycollege.ca/studentforms).

# Campus Life

## **What do I do if a learner, staff member, or teacher breaks the rules?**

Please tell a teacher, coordinator, or staff as soon as possible.

## **Who can I ask for help?**

You can ask any College employee - teacher, coordinator, or staff.

\*please refer to [bowvalleycollege.ca/studentforms](http://bowvalleycollege.ca/studentforms) for the complete official college policy. this is a summary only.

## **STUDENT ID CARDS**

The Student ID card is the official identification for learners at Bow Valley College. The information contained on your Student ID Card includes your name, student number, and your photo. You must have the card with you as identification at all times.

### **How to get your card**

- Student ID cards can be obtained at the Office of the Registrar.
- You will need to have one piece of government-issued photo identification (i.e. driver's license, provincial identification, or passport) to obtain a card.
- Learners not attending classes at the BVC Calgary downtown location may email a scanned copy of government-issued photo identification (i.e. driver's license, provincial identification, or passport) and their picture to [clientservices@bowvalleycollege.ca](mailto:clientservices@bowvalleycollege.ca) The identification card will then be mailed to the individual.
- You are responsible for the care of your Bow Valley College Identification card. Lost, stolen, or broken cards must be replaced at the Office of the Registrar for a fee of \$10.

### **Using your card**

- Use your student ID card to borrow materials from the library and gain access to secure areas such as labs, practicums, and clinical.
- The student ID card may be requested by a Bow Valley College staff or Campus Security as a means of official identification.
- Your student ID card is non-transferable and may be used only by the identified card holder to access any of the available services.

# Campus Life

- The College is not responsible for any loss or expense resulting from the loss, theft, or misuse of the Bow Valley College Student ID card.

## **Forfeiture**

- Your Bow Valley College Identification card will be subject to forfeiture if it is presented by anyone other than the card holder.
- If there is any evidence of tampering, fraud, abuse, or other improper use. Any illegal activity involving your Bow Valley College Identification card could subject you to criminal charges.

## **CAMPUS SPACES**

### **Social Space**

- Be respectful of noise levels as classes and meetings are in session in close proximity.
- Please be respectful and keep your shoes and food off the chair.
- Please do not move furniture into or out of project and study rooms.
- Please do not move furniture so that it blocks doorways or corridors.
- Please be courteous and place your recyclables and waste in the appropriate containers.

### **Study Space**

- Study spaces will be identified with the Quiet Study Area sign.
- Please respect your fellow learners by keeping conversations quiet and to a minimum. If you would like to socialize, use designated Social Space for learners or other areas such as The Market seating area.
- Please be respectful of noise levels as learners around you may be studying.
- Please be courteous and place your recyclables and waste in the appropriate containers.



**QUIET STUDY AREA**

BOW VALLEY

# Learner Services

LEARNER SUCCESS SERVICES	30
ACCESSIBILITY	30
CAREER SERVICES	31
COUNSELLING & WELLNESS	31
STUDENT AFFAIRS	32
ALUMNI RELATIONS	33
BOOKSTORE	33
CHILD CARE CENTRE	34
EMAIL & WEB PORTAL	34
HOUSING	35
IMAGINE HEALTH	35
INIIKOKAAN ABORIGINAL CENTRE	36
INTERCULTURAL CENTRE	36
INTERNATIONAL EDUCATION CENTRE	37
LOCKERS	38
LOST & FOUND	39
THE MARKET	39
MULTI FAITH ROOM	39
OFFICE OF THE REGISTRAR	40
RGO LIBRARY AND LEARNING COMMONS (LLC)	40
RIVER WALK CAFÉ	41
SABVC – BVC STUDENTS' ASSOCIATION	41
SABVC STUDENT HEALTH & DENTAL PLAN	42
STUDENT ADVISING CENTRE	43
TESTING SERVICES	44
TIM HORTONS	45
TUTORIAL/ACADEMIC SUCCESSS CENTRE	45

## LEARNER SUCCESS SERVICES

### **Location:**

1st floor, South Campus,  
403-410-1440

[learnersuccess@bowvalleycollege.ca](mailto:learnersuccess@bowvalleycollege.ca)

[bowvalleycollege.ca/lss](http://bowvalleycollege.ca/lss)

Twitter: [@BVC\\_LSS](https://twitter.com/BVC_LSS)

### **Hours of Service:**

Monday, Tuesday, Friday: 8:00 a.m. - 4:15 p.m.

Wednesday, Thursday: 8:00 a.m. - 6:00 p.m.

Learner Success Services provides services to support academic and personal success. We can help with things like money, study skills, academic accommodations, stress, health, career planning, and leadership development. We offer outreach through student events like orientation, welcome week, service expos, workshops, and classroom presentations.

### **Get help with:**

[Accessibility](#)

[Career Services](#)

[Counselling & Wellness](#)

[Financial Aid](#)

[Student Affairs](#)

[Student Awards](#)

## ACCESSIBILITY

### **Location and Hours:**

See [Learner Success Services](#)

403-410-1440

[accessibility@bowvalleycollege.ca](mailto:accessibility@bowvalleycollege.ca)

[bowvalleycollege.ca/accessibility](http://bowvalleycollege.ca/accessibility)

Accessibility offers services to all BVC learners, including those with diverse needs and disabilities. If you are a learner with a disability and would like to talk to us about academic accommodations for your program, please contact us 3 MONTHS prior to the start of classes.

# Learner Services

Accommodations and Services for learners with disabilities include:

- Extended time for tests
- Sign language interpreting for Deaf students
- Alternate formats such as audio-books, large print, and Braille
- Assistive Technology
- Academic Aide, and/or Note Taker

Accessibility Services can also help you if you are having difficulty with learning and think you may have a disability. Contact us EARLY— as soon as you know there is a problem.

## CAREER SERVICES

### Location and Hours:

See [Learner Success Services](#)

403-410-1440

[careerservices@bowvalleycollege.ca](mailto:careerservices@bowvalleycollege.ca)

[bowvalleycollege.ca/careerservices](http://bowvalleycollege.ca/careerservices)

Do you have questions about your career goals? Want a part-time job while you're in school? Don't know where to get started with getting a job after graduation?

If you have questions regarding your career choice or job search, make an appointment with a Career Advisor. You can also access job postings online at [jobs.bowvalleycollege.ca](http://jobs.bowvalleycollege.ca) – current learners and alumni can access it for FREE.

Career Services also hosts Backpack to Briefcase workshops and two Job Fairs each year in April and October.

## COUNSELLING & WELLNESS

### Location and Hours:

See [Learner Success Services](#)

403-410-1440

[counselling@bowvalleycollege.ca](mailto:counselling@bowvalleycollege.ca)

[bowvalleycollege.ca/student-resources/student-life/counselling](http://bowvalleycollege.ca/student-resources/student-life/counselling)

Bow Valley College has a team of counsellors who are here to

# Learner Services

help learners. Counsellors will help you work towards solutions to your concerns and your overall health and well-being so that you can be successful at school and in your personal life. One-on-one appointments, drop-in and outreach options are available.

## **Some of our team members help you:**

- Think about your goals
- Plan your career
- Live and learn positively
- Manage problems in your courses
- Manage personal or family problems or crises
- Find help outside of Bow Valley College

## **STUDENT AFFAIRS**

### **Location and Hours:**

See [Learner Success Services](#)

403-410-1440

[studentaffairs@bowvalleycollege.ca](mailto:studentaffairs@bowvalleycollege.ca)

The Student Affairs Office provides student life opportunities on campus, including New Student Orientation (NSO), LEAD Series (Leadership Experience and Development), Student Arts and Crafts fair, Free Tax Clinic, Learning Boot Camp, Community & Volunteer Fair, volunteer opportunities, and student appeals. We advocate on behalf of learners for the betterment of life on campus, and act as the primary point of contact between the College and the Students' Association of Bow Valley College.

### **Co-Curricular Records**

[bowvalleycollege.ca/co-curricular](http://bowvalleycollege.ca/co-curricular)

The Co-Curricular Record allows learners to record their participation in co-curricular activities organized by Bow Valley College. Each activity will be linked to learning outcomes, which will help learners to identify specific skills and competencies when they present this report to their potential employers, use it for award applications, or applying for further post-secondary education.

# Learner Services

## ALUMNI RELATIONS

### Location:

3rd Floor, South Campus  
403-410-1649

[alumni@bowvalleycollege.ca](mailto:alumni@bowvalleycollege.ca)

[bowvalleycollege.ca/alumni](http://bowvalleycollege.ca/alumni)

Facebook: [facebook.com/BVCAA](https://www.facebook.com/BVCAA)

LinkedIn: [bvc.me/bvcalumni](https://www.linkedin.com/company/bvc-me/bvcalumni)

Twitter: [@BVC\\_Alumni](https://twitter.com/BVC_Alumni)

When you complete your program at BVC, you will become a part of our alumni community and be eligible for a variety of benefits and services from partners such as TD Meloche Monnex, Industrial Alliance, Rogers Communications, and Memory Express.

We want to celebrate your future successes and keep in touch along the way. Marrying your sweetheart, switching jobs, moving apartments – stay in touch by [emailing us](#). Wherever you go in the world, you will always have a place at Bow Valley College.

## BOOKSTORE

### Location:

Location: 1st Floor, South Campus  
403-410-1710

<http://bowvalleycollege.ca/campus-services/bookstore.html>

### Hours of Service

Monday to Thursday: 8:00 a.m. – 5:00 p.m.

Friday: 8:00 a.m. – 4:00 p.m.

Extended hours during the beginning of the semester. Please refer to website for extended hours.

Closed Statutory Holidays and College closure days.

The Bookstore sells textbooks, modules, supplies, signature merchandise, and gift items.

When coming to the bookstore to obtain your books, please have your course codes with you. The bookstore is organized first by department and then alphabetically by course code. This will help you and us find your text books for your classes.

# Learner Services

**Return Policy:** Textbooks will be returned for a full refund within 7 days of the start of the semester. Thereafter, there is a 2 day return on any text books purchased after the first week of the start of the semester. All text books and course materials purchased within the last week of a semester are considered to be final sale. If you withdraw from a course and it falls after our standard return policy, you **MUST** have proof from the college that you have in fact withdrawn. You can obtain this proof with a printout from your account on MyBVC. Textbooks must be in the same condition as when they were sold to you (no writing, highlighting, or damage) in order to obtain a refund for your text books.

Textbooks, supplies, and merchandise can also be ordered from our website and shipped directly to you. Please visit the online store at [www.bowvalleyshop.ca](http://www.bowvalleyshop.ca). The website is also organized by department and course code.

## CHILD CARE CENTRE

**Location:**

2nd floor, North Campus  
403-705-5786  
[childcare@ywcaofcalgary.com](mailto:childcare@ywcaofcalgary.com)

**Hours of Service:**

Monday to Friday: 7:00 a.m. – 5:30 p.m.

The YWCA Child Care Centre at BVC provides high quality child care for children aged 1 – 5 years. The child and his/her family are welcomed into a safe, stimulating, and caring environment. Priority will be given to the children of BVC learners in this accredited facility.

## EMAIL & WEB PORTAL

As a BVC learner, you will be assigned a personalized [mybvc.ca](http://mybvc.ca) email address upon your acceptance into a program. You will be expected to check your email on a regular basis in order to stay current with College communications. Your email address will also allow you to access the Bow Valley College student web portal.

The web portal will offer you access to a variety of online services and information, including unofficial transcripts, timetables, T2202A

# Learner Services

tax receipts, and notices on upcoming College events.

All College communications sent by email are subject to the access and privacy provisions of the Alberta Freedom of Information and Protection of Privacy Act (FOIP).

## HOUSING

While housing is something some learners take for granted, affordable housing is a challenge for many others. Learner Success Services knows that housing challenges can impact learners, increasing stress levels, and requiring energy that could otherwise be used towards studies.

Learner Success Services has a partnership with nearby apartment complexes to offer a limited number of students low cost housing. If you are interested in learning more, please make an appointment with a counsellor to discuss eligibility requirements and availability. Contact [Learner Success Services](#) in person, 1st floor, South Campus, or by phone at 403-410-1440.

## IMAGINE HEALTH CENTRE

### Location:

1st Floor, West Campus (300 – 6 Ave SE.)

403-775-9669

[www.imaginehealthcentres.ca](http://www.imaginehealthcentres.ca)

### Hours of Service:

Monday to Friday: 8:30 a.m. – 4:30 p.m.

The team at Imagine Health Centre welcomes all Bow Valley College learners and their family and friends to their comprehensive medical centre. They provide full medical, pharmacy, nutrition, chiropractic and physiotherapy services. Female and male doctors are accepting patients for a limited time. BVC Program Vaccinations are available here.

# Learner Services

## INIIKOKAAN (BUFFALO LODGE) CENTRE

### **Location:**

2nd Floor, South Campus

Main: 403-355-1920

Director: 403-410-1786

### **Hours of Service:**

Monday to Friday: 8:00 a.m. – 4:30 p.m.

The Centre provides earners from Inuit, Métis, and First Nations communities with information regarding academics, Métis and First Nations Band funding, and support services. The gathering place provides cultural, physical, emotional, and spiritual support through:

- Cultural resource Elder advising, consultations, ceremonial smudges, and spirituality
- Cultural relevant speakers and information sessions
- Gathering place for studying
- Aboriginal scholarships and bursary information

The Iniiikokaan Centre is the gathering place for the enrichment of learners' cultural identity and expression.

## INTERCULTURAL CENTRE

### **Location:**

N322 – 3rd Floor, North Campus(next to the +30)

403-410-3217

[intercultural@bowvalleycollege.ca](mailto:intercultural@bowvalleycollege.ca)

[centre.bowvalleycollege.ca/ic](http://centre.bowvalleycollege.ca/ic)

### **Hours of Service:**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The Intercultural Centre is a space open to learners, staff, and faculty. Come in and find out about upcoming events, ongoing programming, and volunteer opportunities. The Intercultural Centre engages with learners in multiple ways:

- Providing social, career, and academic activities to “engage with difference” with individuals from diverse backgrounds

# Learner Services

- Offering a speaker series on diversity and cultural insights
- Organizing community outreach and leadership activities to promote intercultural competence
- Supporting Global Citizenship initiatives
- Look out for our events and leadership opportunities, through the Student E-Newsletter

## **RBC Accelerator Centre**

### **Location:**

N322 – 3rd Floor, North Campus(next to the +30)  
403-476-2271

[RBCAccelerator@bowvalleycollege.ca](mailto:RBCAccelerator@bowvalleycollege.ca)

### **Hours of Service:**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

The Intercultural Center is proud to house the new RBC Accelerator Centre. Get Ready to Build and Grow your Business! At the RBC Accelerator Centre you can attend workshops on how to start a small business, hone your entrepreneurial skills, and network with other innovators!

## **INTERNATIONAL EDUCATION DEPARTMENT**

### **Location:**

2nd floor, South Campus  
403-410-3473

[issc@bowvalleycollege.ca](mailto:issc@bowvalleycollege.ca)

### **Hours of Service**

Monday to Friday: 8:00 a.m. – 4:00 p.m.

During these times, someone will be available to assist with questions or inquiries from international students or anyone interested in International Education opportunities.

The International Education staff provide support with:

- Advising on Bow Valley College programs

# Learner Services

- Registration for Bow Valley College programs
- Assistance with questions regarding temporary resident visa, study permits, and/or work permits
- Information on mandatory health services
- Other questions or concerns

The International Education Office is currently developing opportunities for international education for all learners. If you are interested in getting an international education experience, please contact us.

## LOCKERS

Lockers are provided on a first-come, first-served basis. Choose any locker currently not being used and place your own lock on it (you are responsible for providing a lock for your locker). You do not have to report your choice to the College.

Never leave your locker unlocked. Bow Valley College is not responsible for lost, damaged, or stolen articles. If at any time you require your lock cut, please go to The Bookstore and complete the required form. There is a \$5.00 fee payable prior to the lock being removed.

Lockers at North and South campus are cleaned over the Christmas Closure and in August before the Fall Semester start date. Any locker still locked on the last day of notice will have the lock cut off and the contents removed by College staff. Contents will be bagged and tagged and kept in storage for 30 school days. To claim your bag, please go to the bookstore and present your student ID card, pay a \$5 fee, and sign a receipt to show that they have received contents. All bags not claimed after the 30 days will be opened and disbursed to various social service agencies.

**North Campus:** lockers are available to BVC learners on Floors 2 to 7.

**South Campus:** lockers are available to BVC learners on Floors 3 to 5.

Lockers on Floors 6 and 7 of South Campus are not available to BVC learners.

# Learner Services

## LOST AND FOUND

**Location:**

Campus Security Office, 1st floor, North Campus  
403-410-1713

If you have lost something or found something that seems lost, this is the place to look for it or hand it in. Bow Valley College is not responsible for lost or stolen articles. Unclaimed articles are disposed of after 60 days.

## THE MARKET

**Location:**

2nd floor, South Campus  
[bowvalleycollege.ca/campus-services/food-services.html](http://bowvalleycollege.ca/campus-services/food-services.html)

**Hours of Service:**

Monday to Thursday: 7:00 a.m. – 3:30 p.m.

Friday: 7:00 a.m. – 3:00 p.m.

\*Closed on Weekends and Holidays, hours are subject to change

The Market offers breakfast and lunch including pizza and pastas, Panini sandwiches, grill offerings, Stir Fry Station, home style carvery and daily entrees, sushi, hot and cold beverages, bakery items, and Simply to Go packaged sandwiches and salads.

## MULTI-FAITH ROOM

**Location:**

2nd floor, South Campus  
403-410-1723

[bowvalleycollege.ca/multifaith](http://bowvalleycollege.ca/multifaith)  
[studentaffairs@bowvalleycollege.ca](mailto:studentaffairs@bowvalleycollege.ca)

**Hours of Service**

Monday to Sunday: 6:30 a.m. – 10:00 p.m.

Closed on College closure days

Bow Valley College provides a designated room to welcome the diverse spiritual and multi-faith practices of the College campus community. Learners may use the room on a walk-in basis or book

# Learner Services

the room for groups to host spiritual/faith activities. To book the room, contact the [Student Affairs Officer](#).

## OFFICE OF THE REGISTRAR

### Location:

1st floor, South Campus  
403-410-1400

### Hours of Service

Monday to Thursday: 8:00 a.m. – 7:00 p.m.

Friday: 8:00 a.m. – 4:00 p.m.

Hours of service may vary during holiday and summer periods. Learners will be notified of changes in hours of operation through [mybvc.ca](http://mybvc.ca) and/or posters around the campus. To confirm the most current information, please phone 403-410-1400.

The Office of the Registrar provides services to learners related to managing their courses, programs, fees, and other related matters. Services include accepting applications, assisting with course registration, receiving fee payments or request for refunds, handling transfer credit requests, and providing Student ID cards. The Office also provides transcripts, tax receipts, confirmation of enrolment letters, and graduation certificates.

## RGO LIBRARY AND LEARNING COMMONS (LLC)

### Location:

1st and 2nd floors, North Campus  
403-410-1647

[bowvalleycollege.ca/library](http://bowvalleycollege.ca/library)  
[circulation@bowvalleycollege.ca](mailto:circulation@bowvalleycollege.ca)

### Hours of Service:

Monday to Thursday: 8:00 a.m. – 7:00 p.m.

Friday: 8:00 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 5:00 p.m.

Library and Learning Commons (LLC) is the academic support department for Bow Valley College learners, faculty, and staff. It provides learner support services such as library and information

# Learner Services

services, technology access and support, testing facilities, workshops, and orientations. Project Rooms with multi-media may be reserved for group activities. Please go to the [Library website](#) for the link to book a Project Room. A Project Room may be booked for a maximum of two hours per day. Document scanning service is available in the Library at no charge. Please remember to bring a memory stick to save your document.

## RIVERWALK CAFÉ

### **Location:**

1st floor, North Campus

[starbucks.ca](http://starbucks.ca)

[bowvalleycollege.ca/campus-services/food-services.html](http://bowvalleycollege.ca/campus-services/food-services.html)

### **Hours of Service:**

Monday to Thursday: 7:00 a.m. – 7:00 p.m.

Friday: 7:00 a.m. – 6:00 p.m.

\* Closed Weekends and Holidays, hours are subject to change

RiverWalk Café Proudly offers Starbucks Coffee and espresso beverages, bakery items, Simply to Go packaged sandwiches and salads, as well as Cyclone Smoothies and Salads.

## STUDENTS' ASSOCIATION OF BOW VALLEY COLLEGE (SABVC)

### **Location:**

3rd Floor, North Campus, Room N347

403-410-1695

[info@sabvc.ca](mailto:info@sabvc.ca)

website: [sabvc.ca](http://sabvc.ca)

### **Hours of Service**

Monday to Friday: 9:00 a.m. – 4:00 p.m.

The Students' Association of Bow Valley College (SABVC) represents the voice of the student body. Our mission is to provide effective representation, a positive campus experience, and exceptional support services for all Bow Valley College learners. We ensure that

# Learner Services

decisions that affect you (like tuition fees) put learners first and carry your voice to all levels of government. In addition, we host events (like the Puppy Room) to help you de-stress and provide numerous day-to-day services to make your days on campus easier. Students' Council and the Executive Committee are both comprised of elected learners. By being a part of the Association, learners can support their peers, influence policy, and shape the future of Post-Secondary Education. Being an elected member of SABVC is a great way for learners to be involved with their campus.

## SABVC STUDENT HEALTH AND DENTAL PLAN

### **Location:**

3rd floor, North Campus, Room N347

403-410-1696

[bowvalleyplan@mystudentplan.ca](mailto:bowvalleyplan@mystudentplan.ca)

[mystudentplan.ca/bowvalley](http://mystudentplan.ca/bowvalley)

Check the SABVC office or website for current hours of operation.

All eligible full-time BVC learners\* are automatically enrolled in the Student Benefits Flex Plan. Fees for the student plan are assessed automatically by the institution at registration.

All eligible learners are automatically enrolled in the Balanced Plan. You have one opportunity each year during your enrolment period or the anniversary of your first enrolment period to Flex your benefits. To Flex your benefits, you must complete the FLEXible Enrolment or Re-Enrolment form and submit it by the applicable deadline.

\*Ineligible learners include learners enrolled in the Academic Upgrading program, ELL programs, programs that are less than 20 weeks in length, or receiving Alberta Works funding. Other course exceptions may apply. Contact the Student Benefits Plan Office for details.

For additional information, please stop by the Health and Dental Office or visit [mystudentplan.ca/bowvalley](http://mystudentplan.ca/bowvalley)

# Learner Services

## STUDENT ADVISING CENTRE

### Location:

1st floor, South Campus

The Student Advising Centre provides two separate services: Academic Advising and Prospective Students Centre

## Academic Advising

403-410-3456

[advising@bowvalleycollege.ca](mailto:advising@bowvalleycollege.ca)

[bowvalleycollege.ca/student-resources/academic-services/academic-advising](http://bowvalleycollege.ca/student-resources/academic-services/academic-advising)

### Hours of Service:

Monday to Thursday: 8:30 a.m. – 4:00 p.m.

Friday: 8:30 a.m. – 12:30 p.m.

Academic advising is available for learners who have been accepted into a certificate or diploma program at the college. Learners in programs in the School of Community Studies and Creative Technologies, the School of Health and Wellness, and the Chiu School of Business are eligible for this optional service. Advisors provide assistance with course selection and program planning, provide support for online course registration, and help learners understand registration procedures and academic policies.

Academic advising for **School of Health and Wellness**, and **School of Community Studies and Creative Technologies** programs is available from Academic Advisors at the Student Advising Centre during regular hours of service.

Academic advising for **Chiu School of Business** programs is available from Student Engagement Officers:

Chiu School of Business

5th Floor, South Campus

Monday to Friday: 8:00 a.m. to 4:00 p.m.

403-410-1570

# Learner Services

[CSBstudentadvising@bowvalleycollege.ca](mailto:CSBstudentadvising@bowvalleycollege.ca)

## Prospective Student Centre

403-410-1402

[info@bowvalleycollege.ca](mailto:info@bowvalleycollege.ca)

### Hours of Service:

Monday to Thursday: 8:00 a.m. – 7:00 p.m., Friday 9:30 a.m. - 4:00 p.m.

The Prospective Student Office provides information about College programs and courses to individuals who may be interested in studying at the College. This service is also offered to current ELL and Upgrading learners who are interested in continuing their education in a Career Program at Bow Valley College.

International Students can access Academic Advising and Prospective Student services at the International Education Office.

## TESTING SERVICES

N175, 1st floor, North Campus

403-410-1661

### Hours of Service:

Monday to Thursday: 8:00 a.m. – 7:00 p.m.

Friday: 8:00 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 5:00 p.m.

Walk-in Times: Monday to Thursday: 4:00 p.m. – 7:00 p.m. (no booking required)

Paper and online testing services are located at North campus room N175. Testroom guidelines for all learners:

- Must present photo ID and testroom authorization form
- All mobile devices must be turned off
- No backpacks or book bags
- No talking

# Learner Services

- No food
- You may not leave the testroom until the test is complete
- Only paper tests and writing tools can be brought into the room
- Leave all belongings in the lockers provided (you must bring in your own lock).

If you do not follow the guidelines above, you will not be permitted to write and/or complete your test.

## TIM HORTONS

### **Location:**

1st floor, South Campus

3rd floor, North Campus

### **Hours of Service:**

Monday to Thursday: 6:00 a.m. – 9:00 p.m.

Friday: 6:00 a.m. – 8:00 p.m.

Saturday: 8:00 a.m. – 3:00 p.m.

Sunday: Closed

\*Closed Holidays, hours are subject to change

Tim Hortons is an iconic Canadian coffee shop. It offers coffee, doughnuts, bagels, bakery items, iced cappuccino, espresso, and a variety of sandwiches and wraps. Tim Hortons collects donations for Camp Day throughout the year and every summer sends thousands of kids to summer camp.

[www.timhortons.com](http://www.timhortons.com)

[bowvalleycollege.ca/campus-services/food-services.html](http://bowvalleycollege.ca/campus-services/food-services.html)

## TUTORIAL CENTRE / ACADEMIC SUCCESS CENTRE

### **Location:**

N266, 2nd floor, North Campus,

[bowvalleycollege.ca/academic-success](http://bowvalleycollege.ca/academic-success)

Free tutoring is available for all BVC learners

### ● **Reboot**

# Learner Services

Monday and Wednesday: 3:00 p.m. – 5:00 p.m.

Tuesday, Thursday, and Friday: 8:30 a.m. – 10:00 a.m.

Drop-in to the Tutorial Centre (N266) anytime during the above hours.

- **Aboriginal Reboot**

Tuesday and Thursday: 10:30 a.m. – 12:00 p.m.

Drop-in to the Iniiikokaan Aboriginal Centre anytime during the above hours.

- **Coaches' Corner**

Thursday: 9:00 a.m. - 10:00 a.m.

Read the Student eNews for start dates and topics.

- **Peer Tutoring**

To book a peer tutor, go to [bowvalleycollege.ca/academic-success](http://bowvalleycollege.ca/academic-success) and meet your tutor in the Tutorial Centre (N266).

## NORTH CAMPUS

332 - 6th Avenue S.E.

403-410-1400

### North Campus Maps

- **1st floor:** Lost & Found, Campus Security, River Walk Café, Atrium, Theatre, Testing Centre, RGO Library & Learning Commons
- **2nd floor:** Computer Labs, Childcare Centre, Tutorial Centre/Academic Success Centre, RGO Library & Learning Commons
- **3rd floor:** Students' Association of Bow Valley College (SABVC), Intercultural Centre
- **4th floor:** Part-Time English Language Learning (CEIIA), Corporate Readiness Training Program (CRTP)
- **5th floor:** Centre for Excellence in Foundational Learning (CEFL)
- **6th floor:** Full-Time English Language Learning (CEIIA)
- **7th floor:** School of Health and Wellness, School of Community Studies and Creative Technologies, Clinical Labs, Simulation Labs

## SOUTH CAMPUS

345 - 6th Avenue S.E.

403-410-1400

### South Campus Maps

- **1st floor:** Office of the Registrar, Bookstore, Splash Imaging, Admission Testing, Assistive Technology Lab, Learner Success Services, Student Advising Centre (Academic Advising and Prospective Student Office), Information Desk, Tim Hortons
- **2nd floor:** The Market, Multi-Faith Room, Iniiikokaan Aboriginal Centre, Regional Stewardship Offices, International Education Department, Aboriginal Upgrading Offices
- **3rd floor:** Professional Offices
- **4th floor:** Classrooms and Meeting Rooms
- **5th floor:** Chiu School of Business
- **6th floor:** University of Lethbridge, Athabasca University
- **7th floor:** Olds College

# BOW VALLEY COLLEGE MAILING ADDRESS

345 - 6 Ave S.E. T2G 4V1

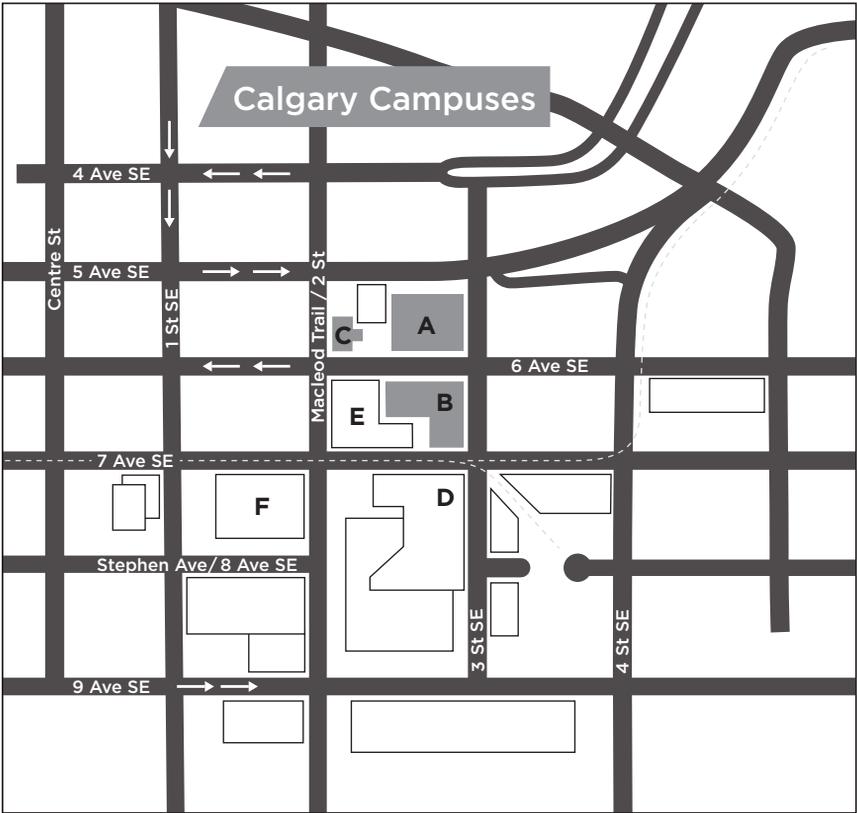
Tel: 403-410-1400

Toll-free within Alberta: (1-866-428-2669)

Fax: 403-297-4887

TTY: 403-410-1412

info@bowvalleycollege.ca



- A Bow Valley College - North Campus
- B Bow Valley College - South Campus
- C Bow Valley College - West Campus
- D City Hall
- E Calgary Public Library
- F Olympic Plaza