

# Learner Handbook



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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

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# Academic Departments

## **CHIU SCHOOL OF BUSINESS**

### **Location**

5th Floor, South Campus  
403-410-1570

### **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 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.

# Academic Departments

## **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 responsible for the following programs: Digital Marketing, Interior Decorating, and Software Development. Instructors, coordinators, and Dean are accessible through this office.

## **SCHOOL OF 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 School of Foundational Learning is responsible for the following programs: Artstream, Aboriginal Upgrading, Adult Basic Education, High School Upgrading, GED, Career Program Pathways. If you are in one of these programs, this is your department. Your instructors, coordinators, and Dean are accessible through this office.

# Academic Departments

## **SCHOOL OF GLOBAL ACCESS**

### **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 School of Global Access is 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.

## **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 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.



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# Academic Information

**Note: The following sections represent a summary of select policies impacting learners. Please refer to [bowvalleycollege.ca/about/policies](http://bowvalleycollege.ca/about/policies) for a complete listing of learner policies in official and plain language versions.**

## ACADEMIC HONESTY

Academic honesty means only handing in course work that you have done yourself. It also means not cheating on assignments, tests or exams

Academic honesty is very important at Bow Valley College. The College wants to create an environment of academic honesty:

- By teaching people about academic honesty.
- By making sure learners follow the academic honesty policy.

All learners at Bow Valley College are expected to have academic honesty.

Academic dishonesty (cheating or copying) is a serious offence. There are many possible penalties for academic dishonesty. You could get a failing grade. You could be expelled or asked to leave the college.

If a learner is suspected of academic dishonesty, the case will be investigated and judged fairly.

There are four kinds of academic dishonesty:

### **Plagiarism:**

- a. When any part of the work was done by a different person than the student. This includes when someone else pretends to be the student.
- b. When parts of the work are taken from another source, such as a book or the internet, without referencing the original author.
- c. When the whole work is copied from another source, such as copying a whole essay.
- d. When all, or a big part, of work in one course is also handed in for a different course. This is academic dishonesty even if you wrote

# Academic Information

the work. You can only do this if you arrange it with the instructor first.

**Cheating:** this can include:

- a. Communicating with other students during a test or exam.
- b. Using any resource during a test or exam without the instructors' permission.
- c. Writing an exam or talking to a person or looking at materials outside the examination room without permission.
- d. Putting your answer papers on your desk in a way that other students can look at them during an exam.
- e. Trying to look at another student's exam(s).

**Other academic dishonesty** includes:

- a. **Tampering** with, or trying to tamper with, exams, class work, grades or records. Tampering with means changing without permission.
- b. Not following instructor's directions about how to say who wrote the work or where it came from.
- c. Getting, having, or sharing exam materials or other information if it is not allowed by the instructor.
- d. Pretending to be another learner in an exam or another assignment.
- e. Falsifying or fabricating clinical or laboratory reports.
- f. Recording anything in the classroom or other instructional location without permission.

Helping other people in dishonest acts:

Any learner who knows, or should have known, that he or she helped another person in academic dishonesty is also guilty of academic dishonesty.

# Academic Information

## ACADEMIC CONTINUANCE AND GRADUATION

The Academic Continuance and Graduation Policy requires that learners maintain satisfactory academic standing by achieving specific grades in their courses in order to continue in their program of studies and to graduate. The following are the usual requirements for Satisfactory Academic Standing.

### 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.)

# Academic Information

- I** Incomplete
- LW** Late Withdrawal
- P** Pass
- PL** Prior Learning
- TC** Transfer Credit
- 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.

## **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

# Academic Information

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 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

## 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 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](http://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)

# Academic Information

## TRANSFER CREDIT AND PRIOR LEARNING

Do you think that you may have already completed a course at another institution that is similar to one you are required to take in your program? If so, you can apply to the Registrar's Office for transfer credit.

Transfer Credit means that one institution recognizes education completed at another post-secondary institution. Transfer Credit allows learners to use their previous studies towards a program at another institution.

### Information about Transfer Credit at Bow Valley College:

- A learner must be confirmed or registered in a Bow Valley College career program to qualify for transfer credit.
- Requests for transfer credit must be submitted by the Drop Deadline.
- A course for which transfer credit is being requested must have a final grade.
- Non-credit courses are not eligible for transfer credit.
- Applicants who are denied transfer credit may appeal in writing to the Assistant Registrar, Admissions.
- For more information, please visit the Transfer Credit website: [bowvalleycollege.ca/TransferCredit](http://bowvalleycollege.ca/TransferCredit)

### Steps for Applying for Transfer Credit:

1. Submit a Transfer Credit Form to the Office of the Registrar listing each course you are requesting transfer credit.
2. You may be asked to submit additional documentation such as a course outline/syllabus or a transcript if you have not done so already. This outline should reflect the course weighting, books used, assignments given, and overall outcome of the course. A course description is not accepted in place of a course outline or syllabus.

# Academic Information

- You must pay the non-refundable PLAR fee before a prior learning assessment is done.
- After the fee is paid, the program areas will make arrangements with you for the assessment.
- Learners are not permitted to have a prior learning assessment for BVC courses that they have previously failed. Deans may approve exceptions where learners have had further experience or learning opportunities since they took the Bow Valley College courses.

# Fees

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# Fees

## FINANCIAL ADMINISTRATION

### 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 [bowvalleycollege.ca/fees](http://bowvalleycollege.ca/fees)

For detailed information about any BVC policies related to your fees, visit the Money Matters section at [bowvalleycollege.ca/CurrentLearners](http://bowvalleycollege.ca/CurrentLearners)

#### 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 cover other costs.

#### 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

# Fees

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 Employment Insurance are not eligible for coverage. Visit [mystudentplan.ca/bowvalley](https://mystudentplan.ca/bowvalley) for additional information. Fees are collected by Bow Valley College on behalf of the [SABVC](#).

## 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)

## 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](https://mybvc.ca) webportal according to Canada Revenue Agency guidelines. Learners can print copies of their T2202A tax receipts from the [mybvc.ca](https://mybvc.ca) web portal.

# Fees

## **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.

## **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: [bowvalleycollege.ca/CurrentLearners](http://bowvalleycollege.ca/CurrentLearners)

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# Campus Life

## **ACCESS & INCLUSION**

Bow Valley College strives to provide a respectful, inclusive, barrier-free learning environment and ensures fair and equitable access to programs and services to students. The College recognizes that people have different needs and require different solutions to gain equal access. If you require accommodations (removing barriers) then please contact [accessibility@bowvalleycollege](mailto:accessibility@bowvalleycollege) or visit Student Services Centre. Some examples include:

- Student has questions about breast-feeding in class
- Student needs to re-schedule a test due to a religious observance/holiday
- Student with diagnosed Anxiety needs extra time on an exam

Bow Valley College is committed to a learning environment free of discrimination that celebrates diversity. To learn how you can get involved or for general questions email

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

## **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. To minimize your risk, please ensure you use a lock that cannot be cut.

## **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.

Be respectful of people around you and use headphones when listening to videos/music or talking on the phone. Please observe posted signage regarding designated quiet places.

# Campus Life

## 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.
- Push the same button only once: only the first push registers with the elevator system.
- In an emergency, push the emergency call button and slowly and clearly speak to the person answering the call.

## EVACUATION PROCEDURES

All downtown Calgary 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.)

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## **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.

## **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](#).

# Campus Life

- 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

### **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

# Campus Life

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 C-Train 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

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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**

Bow Valley College is a smoke free campus.

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

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

Smoking is restricted at all entrances, at all campuses:

- 1)** North and West Campus buildings: smoking is not permitted within three (3) meters (10 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.

You must put out all cigarettes and e-cigarettes at the minimum distance from the college.

No-smoking signs are up around the campus(es). No one is allowed to remove, change or hide these signs.

This policy does not affect the rights of Indigenous people for traditional ceremonies that take place in the Iniiikokaan Centre in South Campus. Ceremonies must follow the Alberta Tobacco reduction act.

# Campus Life

Campus Security will patrol campus 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 according to 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](#), or you can consult with your doctor to join a smoking cessation program.

Please refer to [bowvalleycollege.ca/student-resources/student-forms-and-policies](http://bowvalleycollege.ca/student-resources/student-forms-and-policies) for the complete, official policy.

## LEARNER CODE OF CONDUCT

Bow Valley College wants to have a positive working and learning environment. The actions of everyone at the College are expected to reflect our values: excellence, focus on learning, responsibility, concern for people, honesty, respect for diversity, team work, and trust.

Bow Valley College has the responsibility to ensure that these limitations are:

- communicated and understood.
- followed.
- met with consequences and/or sanctions when they are

### Guidelines

This is a summary only. Official Guidelines and Procedures are posted on 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).

# Campus Life

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 offensive 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/publications](http://bowvalleycollege.ca/publications).

## **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.

If a student breaks the rules, you can contact the Learner Conduct and Sexual Violence Liaison at [conduct@bowvalleycollege.ca](mailto:conduct@bowvalleycollege.ca)

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

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

\*please refer to <https://bowvalleycollege.ca/bout/policies> for the complete official college policy and the simplified version. This is a summary only.

# Campus Life

## **SEXUAL VIOLENCE**

Bow Valley College is committed to creating a space that does not have sexual harassment and sexual assault. Bow Valley College has a Sexual Violence Policy.

### **WHAT IS SEXUAL VIOLENCE?**

Sexual violence is any kind of violence that is done to another person in a sexual way against their will. Sexual harassment and sexual assault are types of sexual violence.

### **What if sexual harassment or sexual assault happens to me?**

If you have experienced sexual harassment or sexual assault, you have choices. You can tell any College employee to learn about your choices - teacher, coordinator or staff. You may also choose to contact the Learner Conduct and Sexual Violence Response Liaison directly. [conduct@bowvalleycollege.ca](mailto:conduct@bowvalleycollege.ca)

\*please refer to <https://bowvalleycollege.ca/about/policies> for the complete official college policy. This is a summary only.

### **What will happen if I do not follow the Sexual Violence Policy?**

If you do not follow the Sexual Violence Policy, you have also broken the Code of Conduct 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 <https://bowvalleycollege.ca/about/policies>

# Campus Life

## 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.

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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



QUIET STUDY AREA

BOW VALLEY

# Campus Life

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 by emptying all contents from containers before putting waste and recycleables in the appropriate place.

For your convenience the RGO Library and Learning commons has designated quiet study spaces and you can book project rooms by using this [booking system](#).

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# Learner Services

## STUDENT SERVICES CENTRE

### **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 - Thursday: 8:00 a.m. - 6:00 p.m.

Friday: 10:00 a.m. - 4:15 p.m.

The Student Services Centre provides services to support academic, career and personal success. We can help with things like money management, student loans & awards, study skills, academic accommodations, stress management, mental health, career planning, and leadership development. We also offer student events like new student orientation, welcome week, student services expo, workshops, and in-class presentations.

### **Our services include:**

[Accessibility Advisors](#)

[ATB Centre for Financial Empowerment](#)

[Career Services](#)

[Counselling & Wellness](#)

[Financial Aid](#)

[Learner Conduct and Sexual Violence Liaison](#)

[Student Affairs](#)

[Student Awards](#)

## **ACCESSIBILITY ADVISORS**

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

# Learner Services

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.

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

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.

## **ATB CENTRE FOR FINANCIAL EMPOWERMENT**

403-410-1423

Don't let money stress get in the way of your school success. Our Financial Empowerment Coach provides free financial education services. Get help with budgeting, taking steps to get out of debt, accessing government grants for education savings for your children, getting your credit score, banking and much more.

## **CAREER SERVICES**

403-410-1440

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

If you have questions about your career choices or job search, make an appointment with a Bow Valley College Career Advisor. You can talk to a Career Advisor one-on-one, and attend any of the career focused workshops that are offered throughout the year.

Career Services hosts two Job Fairs for Bow Valley College each year in April and October. Current learners and alumni can also access job postings online at [jobs.bowvalleycollege.ca](http://jobs.bowvalleycollege.ca) for FREE.

# Learner Services

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

## COUNSELLING & WELLNESS

403-410-1440

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

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

Bow Valley College has a team of counsellors who are here to 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 video counselling options are also available.

Counselling and wellness delivers a variety of certified mental health training to students such as Mental Health First Aid, Applied Suicide Intervention Skills Training, SafeTALK, and First Responder to Sexual Violence. Check out the website for list of training dates available. You can also find the counselling team, throughout the year, hosting various events around campus to promote mental health and wellness.

### 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

To support your wellness we have introduced:



[Student Health 101](#)



[Talk With Me](#)

# Learner Services

## FINANCIAL AID

587-393-3131

[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, free tax clinics 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 Student Services Centre (1st Floor, South Campus) or call 587-393-3131.

## STUDENT AWARDS ADVISORS

[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 Bow Valley College 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 Student Services Centre front desk (1st floor, South Campus).

## LEARNER CONDUCT AND SEXUAL VIOLENCE RESPONSE LIAISON

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

# Learner Services

[bowvalleycollege.ca/student-resources/student-forms-and-policies](http://bowvalleycollege.ca/student-resources/student-forms-and-policies)

The Learner Conduct and Sexual Violence Response Liaison follows up on information related to unsafe or inappropriate behaviours as outlined in the Learner Code of Conduct and Sexual Violence Policies.

Learners can receive

- Information about the complaints process
- Suggestions for conflict management and resolution
- Support after experiencing sexual harassment or sexual assault.

## STUDENT AFFAIRS

403-410-1440

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

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

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, 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.

## 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 the College setting and respects the dignity of all parties concerned. You can submit a Learner Appeals Form (available at [myBVC.ca](http://myBVC.ca)) to the Chair, Learner Appeals Committee at [registrar@bowvalleycollege.ca](mailto:registrar@bowvalleycollege.ca).

If you need clarification on Learner Appeals with regards to

# Learner Services

receiving fair and equitable treatment, due process or help with preparing an appeal, please contact the Student Affairs Officer: [studentaffairs@bowvalleycollege.ca](mailto:studentaffairs@bowvalleycollege.ca)

## 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.

## Housing

While some learners take housing for granted, affordable housing is a challenge for many others. Bow Valley College knows that housing can impact learners, increasing stress levels, and requiring energy that could otherwise be used towards studies. The Student Affairs office 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. See us in person at the Student Services Centre, 1st floor, South Campus, or by phone at 403-410-1440.

In addition Bow Valley College has arranged for you to be able to access student housing at SAIT and/ or the University of Calgary. See our [student discounts](#) page for details.

## ACADEMIC SUCCESS CENTRE

### Location:

N266, 2nd floor, North Campus,  
[bowvalleycollege.ca/academic-success](http://bowvalleycollege.ca/academic-success)

Free tutoring and learning support workshops is available for all BVC learners. Check out LSS 101 on D2L for days and times

# Learner Services

## • **Reboot**

Free tutoring sessions for all BVC learners. Get help with homework, studying, time management, and organization.

## • **Indigenous Reboot**

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

Free tutoring sessions. Drop-in to the Iniikokaan Centre anytime during the above hours.

## • **Online Learning Supports**

Got to [www.bowvalleycollege/academic-success](http://www.bowvalleycollege/academic-success) to chat online with a Learning Coach, book online Tutoring and access online workshops in LSS 101 on D2L.

## • **Peer Tutoring/Learning Coaches**

Trained Peer Tutors and Learning Coaches are here to help you understand course material, improve your grades, and share study strategies. To book a Peer Tutor or Learning Coach, go to LSS 101 on D2L and meet your tutor or coach in the Academic Success Centre (N266).

## • **Ready, Set, Go Workshops**

Learn hands-on strategies to ensure your success. Running at the beginning, middle, and end of each semester. Go to LSS 101 on D2L to register.

## **ALUMNI RELATIONS**

### **Location:**

3rd Floor, West Campus

403-410-1649

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

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

LinkedIn: [bvc.me/bvcalumni](https://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 The Personal , Industrial Alliance,

# Learner Services

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.

## INIHKOKAAN 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 Aboriginal learners (Inuit, Métis, and First Nations) 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 Aboriginal 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

# Learner Services

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
- 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

## INTERNATIONAL EDUCATION DEPARTMENT

### **Location:**

3rd floor, North Campus  
403-410-3473  
issc@bowvalleycollege.ca

### **Hours of Service**

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

Friday: 9:30 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
- 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

# Learner Services

interested in getting an international education experience, please contact us.

## OFFICE OF THE REGISTRAR

### Location:

1st floor, South Campus  
403-410-1400

### Hours of Service

Monday to Thursday: 8:00 a.m. – 6:00 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. This includes academic advising.

### Academic Advising

Located at the Registrar's Office, 1st floor, South Campus

403-410-3456

[advising@bowvalleycollege.ca](mailto:advising@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. – 6:00 p.m.

Friday: 9:30 a.m. - 4:00 p.m.

The Prospective Student Office provides information about College

# Learner Services

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.

## **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.

The Library and Learning Commons (LLC) provides learners a welcoming space with technology, current resources and friendly staff to support your studies. Use our booking system to book a project room for your group work or check out the quiet study space on the first floor. Print your papers, access computers and get assistance with your student accounts. And, ask us all your questions about technology, APA and research sources!

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

### **Location: 2nd Floor South Campus, Room S2034**

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

# Learner Services

representation, a positive campus experience, and exceptional support services for all Bow Valley College learners. We ensure that decisions that affect you, (such as tuition fees) put learners first and carry your voice to all levels of government. In addition we host events 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 thier 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: 2nd Floor South Campus, Room S2034**

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 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

## TEST CENTRE

### Location:

A N175, 1st floor, North Campus  
403-410-1661  
[testroom@bowvalleycollege.ca](mailto:testroom@bowvalleycollege.ca)

### Hours of Service:

Monday to Thursday: 8:00 a.m. – 7:00 p.m.  
Friday: 10:00 a.m. – 5:00 p.m.  
Saturday: 9:00 a.m. – 5:00 p.m.

The testing centre is drop-in and appointments are not necessary.

### Guidelines:

- All students require Photo ID and testroom authorization form
- Only authorized materials are allowed in the Test Centre
- Belongings need to be placed in a locker- please bring a lock
- You will not be allowed to start a test unless there is enough time to complete it.

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

# Campus Services

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# Campus Services

## 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.

**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.

## CAMPUS SECURITY

# Campus Services

**Location:**

Security Office – N119  
First Floor, North Campus  
Beside River Walk Cafe  
403-410-1713

**24 hour response & First Aid**

The personal security of all people at Bow Valley College important to campus security. Routine floor patrols are conducted at all downtown campus buildings to ensure that all people have a safe environment to learn, teach, have fun or eat and drink. Campus Security strives to make people feel safe and secure while they are at Bow Valley College.

## CHILD CARE CENTRE

**Location:**

2nd floor, North Campus  
587-586-6119  
[office.lndewinton@gmail.com](mailto:office.lndewinton@gmail.com)

**Hours of Service:**

Monday to Friday: 7:00 a.m. – 5:30 p.m.  
Laugh 'N' Learn is a licensed and accredited childcare operator currently based in De Winton. Their philosophy highlights the importance of nurturing the physical, nutritional, intellectual, and social development needs of a child and we are confident that they will deliver the highest quality of care for families. Laugh 'N' Learn will begin their contract with Bow Valley College on September 1, 2018 to ensure a seamless transition for all families enrolled in childcare.

# Campus Services

## **EMAIL & WEB PORTAL**

As a BVC learner, you will be assigned a personalized 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 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).

# Campus Services

## THE MARKET

**Location:**

2nd floor, South Campus

**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, international dishes, 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.

## 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.

## TIM HORTONS

**Location:**

1st floor, South Campus

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

**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.

# Campus Services

\*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.

## **TIM HORTONS AND SUBSTATION**

### **Location:**

3rd Floor North Campus

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

### **Hours of Service:**

Monday to Friday: 6:30 a.m. - 6:00 p.m.

Saturday & Sunday: Closed

\*Closed holidays, hours are subject to change

This location serves Tim Horton's beverages and pastries as well as SubStation sandwiches.

## **IMAGINE HEALTH CENTRE**

### **Location:**

1st Floor West Campus

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, massage therapy, nutrition, chiropractic and physiotherapy services. Female and male doctors are accepting patients. Bow Valley College Program Vaccinations are available here.

# Campus Services

## LOCKERS

Lockers are available for learners to rent.

Lockers can be rented online at \$10.00 for a half locker or \$12.50 for a full locker on a per semester basis. Rental fee payment can be made

BVC learners. They are for Athabasca University, Olds College, and University of Lethbridge learners only.

online with credit cards, selected debit cards or VISA/MasterCard gift cards (confirm your debit card is accepted at: [www.interac.ca/en/interac-online-consumer.html](http://www.interac.ca/en/interac-online-consumer.html)). Learners can only rent one locker. Learners will not need to supply their own lock. To rent a locker or view the online map for locker locations, Frequently Asked Questions (FAQ), and Locker Procedures please visit [bvc.lockergm.net](http://bvc.lockergm.net). For more information, email Campus Security at [lockers@bowvalleycollege.ca](mailto:lockers@bowvalleycollege.ca).

Never leave your locker unlocked. Bow Valley College is not responsible for lost, damaged, or stolen articles. Please refer to [bowvalleycollege.ca/ImportantDates](http://bowvalleycollege.ca/ImportantDates) to find out when the locker rental program is open and when you need to have your locker emptied at the end of the semester. Any locker not emptied by the learner will be emptied by Campus Security. 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 and pay a \$5 fee. Please produce the receipt to Campus Security and they will release your locker contents to you. All bags not claimed after the 30 days will be opened and disbursed to various social service agencies.

All Bow Valley College locks must be left on the locker at the end of your rental period. Failure to leave the lock will result in a hold on the learners file in the Office of the Registrars until the learner has either returned the original lock or paid a replacement fee of \$10 at the bookstore and produced the receipt to Campus Security.

**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 Bow Valley College learners.

# Campus 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.

## **MULTI-FAITH ROOM**

2nd Floor, South Campus

### **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 community. Learners may use the room on a walk-in basis or book the room for groups to host spiritual/ faith activities. To book the room, contact the [Manager, Access & Inclusion](#).

# Campus Services

## **QUIET STUDY ROOMS**

The RGO Library & Learning Commons (LLC) has 13 project rooms: 12 on the 2nd floor and 1 on the 1st floor (see this map for locations). All 2nd floor rooms have TV monitors that can be connected to laptops.

To book a project room:

Select the day on the left side.

Choose an available room and time slot in the calendar below.

Fill in the form with your name and student (mybvc, uleth, or oldscollege) email. Login to your student (mybvc, uleth, or oldscollege) account and open the confirmation email. You **MUST** confirm your booking this way.

NOTE: You may book a maximum of 2 hours in one day. Bookings may be made up to 2 weeks in advance. Open this guide for illustrated step-by-step instructions. For more help, contact the LLC.

## **WASHROOMS FOR ALL GENDERS**

Bow Valley College has two accessible washrooms that are available for all genders. These are located on the second floor of both the South, North and West Campuses. The washrooms are a single-person facility, equipped with a change table, foot-washing station for Muslim students, and are available to all individuals regardless of sex, gender identity, or gender expression.

## 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, Aboriginal Upgrading Offices, SABVC
- **3rd floor:** Professional Offices, Human Resources
- **4th floor:** Classrooms and Meeting Rooms
- **5th floor:** Chiu School of Business
- **6th floor:** University of Lethbridge, Athabasca University
- **7th floor:** Olds College

## 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:** Intercultural Centre, , International Education Department
- **4th floor:** Part-Time English Language Learning, Corporate Readiness Training Program (CRTP)
- **5th floor:** School of Foundational Learning
- **6th floor:** Full-Time English Language Learning
- **7th floor:** School of Health and Wellness, School of Community Studies and Creative Technologies, Clinical Labs, Simulation Labs

## BOW VALLEY COLLEGE MAILING ADDRESS

345 - 6 Ave S.E. T2G 4V1

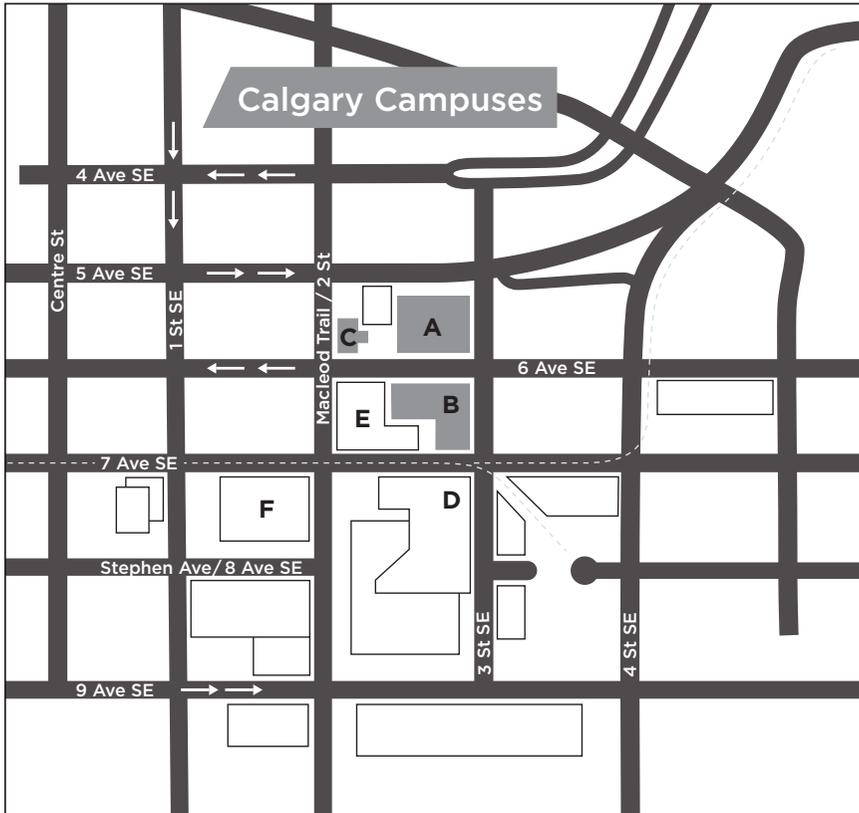
Tel: 403-410-1400

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