



Student Guide to CÉGEP

This guide is intended to provide information
you need to understand and manage this
new and exciting experience...



Welcome to CÉGEP Heritage College.

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

This guide is intended to provide you with the information you need to optimize your experience at the College. Our goal is to support your overall health and academic successes. We will ensure that your time here is an engaging and satisfying one.

We all must work hard to achieve our goals and we remind all staff and students that we are on this journey together.

We are here to help.

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Important Deadlines for Diploma Students

Check the Omnivox Calendar for specific dates each semester.

Course confirmation	<ul style="list-style-type: none"> New students - confirm your courses by the deadline indicated in your admission letter. Current students – confirm your courses by the deadline in Omnivox. If your semester record was removed contact Registrar@cegep-heritage.qc.ca
Fee Payment	<ul style="list-style-type: none"> All fees must be paid before the deadlines indicated. You cannot access your schedule if fees are outstanding and risk your record being cancelled (additional fees may be added for some courses). Make payments through the Omnivox Payment Center or ask Student Services about other payment methods.
Schedule Retrieval	<ul style="list-style-type: none"> You must access your schedule by the deadline on Omnivox to confirm your enrolment and keep your courses.
Course Changes	<ul style="list-style-type: none"> To try to move courses around in your schedule, go to the Omnivox Schedule Modification module during the course change period indicated in Omnivox. Only available options will be proposed. Keep trying as spots and courses may become available. A \$25 fee applies after the first week of the course schedule modification period for each new schedule accepted.
Course Additions	<ul style="list-style-type: none"> To add a course to your schedule, complete the Course Change Form under the Online Forms in Omnivox during the course change period. A \$25 fee applies for modifications made after the first week of the course schedule modification period.
Classes Start date	<ul style="list-style-type: none"> Students are expected to attend all classes. Contact your academic advisor if you will be missing graded work while you are away.
Course Withdrawal	<ul style="list-style-type: none"> Contact your academic advisor before the withdrawal deadline indicated in your course outline. All courses/grades on your record will remain permanently on your transcript and will affect your overall average/R score if you don't withdraw officially.
College Withdrawal	<ul style="list-style-type: none"> Complete a withdrawal form in Online Forms section of Omnivox before the deadline. To discuss your program progression and alternate options, contact your academic advisor.
Attendance Validation	<ul style="list-style-type: none"> Confirming that you are not attending a course does not mean you have dropped it – the grade will remain on your record and transcript unless you withdraw officially. Contact the Registrar's Office.
Program Change	<ul style="list-style-type: none"> Submit a request through the Program Change module on Omnivox or contact the Registrar's Office. Deadline for Fall – March 1st. A \$25 late application fee is applied after the deadline.

Getting Started

To accept your admission offer, follow the steps in your admission letter by the deadlines:

- ✓ Set up your Omnivox account
- ✓ Confirm your courses
- ✓ Pay your fees
- ✓ Access your schedule on Omnivox

Admission Eligibility

A student who did not obtain their admission requirements should contact the Registrar's Office at Registrar@cegep-heritage.qc.ca as soon as possible to discuss their options:

- If a student is missing a program pre-requisite (e.g., advanced Math or Sciences) they may be able to attend summer school. IMPORTANT: these courses cannot be credited towards the high school diploma.
- The Springboard to a Diploma option is available for students who wish to take the program prerequisites in the Fall.
- Under exceptional circumstances, a student missing up to six (6) high school credits may be eligible to start at the College while enrolled in the course required to complete their high school diploma.

Change of program

If you have been offered a place in a program but want to change to a different program, contact the Registrar's Office at Registrar@cegep-heritage.qc.ca to find out what programs are available.

Withdrawal and Refunds

To cancel an admission offer, complete a withdrawal form available in the Online Forms section in Omnivox. Applicable fees will be refunded by cheque and are mailed to the student's address on their Omnivox file:

- Withdrawal before the first day of classes = 100% of refundable fees
- Withdrawal after classes start, but before the withdrawal deadline (see Omnivox calendar) = 70% of the refundable fees.

English Placement

Every diploma student must take four English courses as a diploma requirement. Streaming in the first English course is based on a student's previous studies in English and is designed to maximize success in subsequent courses.

Students who pass the placement test are placed in the first English course required for the diploma. Students who fail the test are registered for the Preparation for College English course. The preparation course is taken in addition to the four English courses required for a diploma.

French Placement

Every diploma program has two or three French courses depending on the student's eligibility to study in English. Streaming in the first French course is based on the student's previous studies in French and eligibility to study in English. Students who require testing will be contacted by the Registrar's Office.

Equivalencies

If you have already completed studies outside of the province, at the college or university level, you may be eligible to receive equivalencies for these courses. Contact your academic advisor as soon as possible to review your situation. A \$25 fee is charged for each course assessed (to a maximum of \$100) and you will need to arrange for official course outlines and transcripts to be sent directly to the College from your previous institution.

Course Selection/Confirmation

Every semester your courses are proposed and the fees are generated for the next semester until you graduate. Get to know your progression chart in Omnivox and make sure that you understand your program requirements and course sequencing. If you want to lighten your course load, or make a different plan to complete your program, contact your academic advisor in Student Services to discuss your options.

Schedules

Students must access their schedules in Omnivox to confirm their registration by the deadline indicated in the Omnivox calendar. Schedules are available 10 working days before the start of classes in the Fall and 5 working days in the Winter. If you don't access your schedule before the deadline, your record will be cancelled.

All fees must be paid in order to access your schedule. **Please note:** Additional fees associated with some courses or programs may have been added since you first paid your registration fees.

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

Course Schedule Modification

During the course change period (see Omnivox for dates), you may be able to **change a course** in your schedule to a different time or teacher via the Omnivox Course Schedule Modification Module. If you don't see any options at first, keep trying: something may become available as students switch in and out of classes over the course change period. Please note: a \$25 fee will be applied each time a new schedule is accepted after the first week of the course change period.

To try to **add a course**, you must complete a form in the Online Forms section on Omnivox.

The deadline to **remove a course** is indicated on your course outline. Fill in the form in the Online Forms section on Omnivox to withdraw officially from a course and remove it from your record.

Course Attendance Validation

Students need to confirm whether they are attending their classes every semester so that the College can receive the appropriate funding from the government. PLEASE NOTE: It is possible to confirm that you are not attending a course, but if you haven't officially withdrawn from the course before the course attendance validation period, the course and grade will remain on your transcript permanently.

Books/Equipment/Supplies

Every semester, you will be expected to purchase textbooks and other supplies for your studies. The costs vary depending on the program and class groups. Books can be purchased through the pop-up bookstore on site at the beginning of the semester. Take your schedule to the store and ask for assistance.

Lockers

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

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

- * Diploma program students must empty their lockers at the end of the academic year in May.
- * Attestation program students keep their lockers until they complete their program.

Student ID Card

All students must have an up-to-date College ID while in the College and in particular to use the Library, Fitness Centre, borrow equipment, write exams, attend college events, and more.

It is mandatory to download a picture to create a digital ID card on Omnivox when you log into your account. If you have a technical problem, contact Student Services: Room B-106, sservices@cegep-heritage.qc.ca or at extension 1320.

Contact information

Ensure that your contact information is accurate on Omnivox so that you don't miss out on important information during the semester.

Parking

You can purchase a day (\$8) or semester permit (\$120) for a car or \$45 for a motorbike. Permits are valid for one semester for diploma program students and for five consecutive months for attestation program students.

Purchase your pass on the Parking Permit module on Omnivox (accessible a few days before the start of classes). Priority for permits is given to students without access to public transport. Students with access to public transport will be able to use the module after the first group has been served.

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

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

Public Transport

The College is serviced by the STO bus line at stop number 5576 outside the College on Cité des Jeunes (at the junction with Perras).

Full-time students who live in Quebec can benefit from a Multi card available from an STO service office.

For more information on rates, eligibility criteria and service locations go to <http://www.sto.ca>.

Cafeteria

Located on the ground floor near the Gym corridor (Room B-128), the Cafeteria is open between 7:30 am and 3:30 pm on regular class days during the semester; reduced business hours apply during exam periods. The Cafeteria is also closed on holidays and weekends, and during the summer.

Financial Assistance

The Financial Aid Program is available online at www.afe.gouv.qc.ca. The College website has detailed information about applying for assistance. Contact the Financial Aid Officer in Student Services (ext. 1327) or FinancialAid@cegep-heritage.qc.ca if you need more information or help.

AccessAbility Services (learning support accommodations)

CÉGEP Heritage College provides adapted services delivered and monitored by a professional counselor to support students who need additional support in their learning, for example, extra time for evaluations, a separate room to take exams, or specific software to support their learning.

It is important to register with AccessAbility Services at the start of the semester to receive the help you need on time. Email AccessAbility@cegep-heritage.qc.ca for more information about the registration procedure and services available.

Transition Challenges

Higher standards

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

Greater freedom

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

Increased responsibility

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

Bigger workload

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

Faster pace

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

Lack of direction/ motivation

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

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

Longer days

"My schedule wasn't the best, with classes from 8-6 on some days, and either too many breaks or none at all between classes." "It's easy to skip the odd class, but it can become a habit pretty fast, and you end up missing too much or feeling overwhelmed and stop going all together."

Different learning styles and subjects

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

Personal/financial/ Learning issues

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

Success Strategies

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

- ☐ **Read your course outlines.** It has everything you need to know about your course, what books to buy, what you will learn and when, how your learning will be evaluated, what rules you need to follow, and more.
- ☐ **Be prepared.** Read your assigned work before class and review your notes after class: It will help you get the most out of it.
- ☐ **Plan your time.** Map out all your assignments and tests on a calendar or in your agenda and schedule start and due dates. Don't forget to put down your work, and any other commitments, and factor in travel and downtime.
- ☐ **Go to class and participate.** Skipping class now and then can easily become a habit. Let your teacher know if you will be away and follow up on the work you have missed as soon as possible.
- ☐ **Study every day** to stay on top of things. Don't be tempted to skip the small assignments and tests worth 1 to 2% of your final grade. These evaluations add up quickly, and before you know it, you could have lost as much as 15% of your final grade.
- ☐ **Do the work!** All your grades on your transcript are permanent (even if you change program or cégep) and are factored into your overall academic average (CRC/R score). Failed courses are not removed, even if you re-take the course and pass it. In addition, failing 50% or more of your courses in a semester or the same course repeatedly will lead to academic probation or suspension depending on your academic history.
- ☐ **Ask for help.** If you don't understand something, ask for help in class or see your teacher during their office hours. Teachers are here for you, but it is up to you to ask. If you feel overwhelmed, see your Academic Advisor, or a Counselor.
- ☐ **Set goals.** Having something to aim for in the short and long-term helps you stay motivated when things get tough. If you are not sure what you want to do after Heritage, talk to your Academic Advisor/Guidance Counselor.
- ☐ **Check your progress** in Omnivox. Are you doing what you need to do? Are your grades an accurate reflection of the work that you are putting in? What do you need to do differently and are there people that could help you do better? If you don't understand the grade you got, talk to your teacher within a week of receiving it. You have the right to appeal a final grade, but don't wait until the end of the course to get the most out of your learning.
- ☐ **Get to know your program.** You need to pass every course on your progression chart as well as the Program Exit Assessment and Language Exit Assessment to receive your diploma. Talk to your Academic Advisor about academic planning, and if you are not sure you are in the right program, explore your options. Ask about the Student for a Day service.
- ☐ **Adjust your workload.** If your course load is too heavy for you, consider dropping something before the official withdrawal deadline (see Course Outline). It may mean increasing the time it takes to finish your program, but getting good grades is more advantageous in the long run. See your Academic Advisor.
- ☐ **Use your resources.** Trained experts are here to help with your personal and academic needs. See the resources in this guide.
- ☐ **Focus on your studies.** Think of your education as a full-time job and, whenever possible, keep paid work to around 15 hours a week. A diploma is worth a lot more to your future than a minimum wage job.
- ☐ **Get involved** in college and community life and try out new activities. You'll discover new strengths, directions and people. Your Student Association offers funding for new clubs.
- ☐ **Keep it balanced.** Sleep, eat and exercise well.
- ☐ **Get to know the rules and your rights and responsibilities.** Check Omnivox regularly. Don't miss deadlines and end up paying late fees. Check out the overview of the regulations that affect you at the end of this guide.

College Life

Working hard is really important, but taking breaks, staying healthy and balancing your academic and social needs is essential too. Try new things. Meet new people. Get involved. Taking time away from studying helps you recharge and be more productive when you get back to it.

Student Association

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

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

Student lounge

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

Fitness Centre

All students may use the Fitness Centre (in the Gym corridor – first floor wing A) as long as they have a valid student ID card. The Centre is open from Monday to Friday from 7:30 am to 5:00 pm, unless in use by a class. Check the schedules outside the Fitness Centre/in Omnivox.

Sports: Intramurals, Intercollegiate and Health and Wellness Activities

Try out for the intercollegiate teams or participate in the various intramurals and activities usually offered around the common lunch hours (badminton, yoga, indoorsoccer, cross-training, etc.).

Drama Club

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

Clubs

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

Music Room

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

Games Room

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

Interfaith and Meditation Centre

A neutral space allowing students to engage in their different religious and spiritual practices.

Student Outings

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

TO FIND OUT MORE, check Omnivox regularly and take a look at the gym corridor schedules and talk to your Student Association.

Student Association Office: Student lounge (Room A119) **Telephone:** Ext. 1461

Message Executive members (Omnivox MIO): members posted outside the office.

Academic Advising

VALERIE PAQUETTE (ext. 1322)
vpaquette@cegep-heritage.qc.ca

- Accounting and Management Technology
- Computer Science
- Electronics and Information Technology
- Hotel and Restaurant Management
- Nursing
- Visual Arts

PATRICIA ARNOLD (ext. 1328)
parnold@cegep-heritage.qc.ca

- Social Science with Math/without Math
- Graphic and Web Design

RACHAEL FIELDSEND (ext. 1330)
rfieldsend@cegep-heritage.qc.ca

- Early Childhood Care and Education
- Liberal Arts
- Science
- Special Care Counselling

SPRINGBOARD TO A DCS

See Advisor responsible for the program you are aiming for.

Contact your advisor through a Message in Omnivox (MIO).

Academic Advisors can help with program progression inquiries such as:

YOUR PROGRAM:

- Which courses do I need to complete my diploma?
- Which courses can I choose?
- What is a complementary course?
- Can I take longer to complete my program?

COURSE SELECTION:

- Which courses do I have to take each semester?
- Are some courses pre-requisites for others?
- Where can I find out more about a course?
- Can I take a course that isn't part of my program?
- How do I change my schedule?
- Am I eligible for equivalents or substitutions based on courses that I have taken elsewhere?

COURSE LOAD:

- If I don't want a full course load, how should I spread my courses over an extra semester?
- How many course hours do I need to be a full-time student?
- What happens if I miss the deadline to drop a course?
- How will I know which courses are offered in the summer?

CHANGE OF PROGRAM:

- What can I do if I don't like my program?
- What is the deadline for changing programs?
- Is it possible to take some high school make-up courses?

ACADEMIC STANDING:

- What can I do if I am having trouble in a course?
- What do I do if I am unable to hand in assignments/take tests on time?
- What do I do if I think my grade is unfair?
- What is academic probation?

UNIVERSITY INFORMATION:

- What courses should I take for a specific program?
- Can I take a course I need for university that isn't in my program?
- Can I retake a course to improve my grades?
- What scholarships are available?
- What are the minimum grades required in courses for a particular university program?
- How is my CRC score calculated?
- How do I apply for university and when?

Course Registration/Withdrawal

Course Selection and Schedule

How do I register for my courses for the following semester?

Course selection/confirmation is completed online each semester for the upcoming semester. You will be advised of the dates via Omnivox. By selecting/confirming your courses you signal your intention to study the following semester. There is limited enrolment in some courses so you may not get your first choices. Contact the Registrar's Office if you need help.

Where can I find out more about a course?

Your program profile on the College Website has a brief description of each course; click on the course for information.

Am I guaranteed the courses I select?

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

Why do I have different course options than my friends?

Certain courses are designated for specific programs only. Courses are offered based on previous studies and scheduling restrictions. Course enrolments are limited in some courses; once they are full the option is no longer available.

When trying to save my course selection, I received a message that a course was full. What do I do?

If an alternative course option is not proposed, contact the Registrar's Office to resolve the issue.

I've selected my courses, but I no longer want the courses I picked. How do I change or add a course?

Once your schedule is available on Omnivox you can try to make changes during the course change period (dates on Omnivox).

You may be able to change the time or teacher of a course on Omnivox via the Course Schedule Modification module. If you want to add a course, you will need to contact your academic advisor in Student Services. If you wish to add or remove a course complete the request form in the Online Forms section in Omnivox. Not every course is offered every semester so removing courses from your schedule may increase the time it takes to get your diploma.

How do I know if my registration/course selection is complete?

If you completed the process properly, you will have fees to pay on Omnivox. Check your progression chart in Omnivox to make sure that you understand your program and courses that you are supposed to have each semester. Contact your academic advisor if you need help to understand or change your proposed plan.

I did not complete my course selection by the deadline. What do I do?

Selecting and paying for courses is part of the registration process and indicates a student's intention to study in the College. If you failed to select and pay for your courses by the published deadline, you must contact the Registrar's Office as soon as possible.

When I go to my course selection/progression chart, no courses are proposed.

Get in touch with the Registrar's Office as soon as possible.

I am denied access to my Omnivox, or a specific module.

Read the message carefully and act accordingly! If you are experiencing technical difficulties or you need assistance, go to the Registrar's Office.

When can I see my schedule?

Schedules are available in Omnivox usually ten working days before the first day of classes in the fall and five in the winter. You must access your schedule before the deadline on Omnivox to keep your courses for the upcoming semester.

Course Load

How many courses do I need to be a full-time student?

A full-time student has 12 hours of class per week (usually equivalent to four courses per semester) or 180 hours of class per semester. Part-time students pay \$2 for each hour of the course with additional fees. Check the College website for part-time fees.

What can I do if I don't want to take a full course load in the semester?

Contact your academic advisor in Student Services to develop a plan that works for you. Please see the official course change and withdrawal deadlines on the Omnivox calendar.

How/when can I find out about summer courses?

A list of courses will be published on the College website and/or Omnivox around February for the upcoming summer.

Fee Payment

How do I pay for courses/registration fees?

You will be invoiced for your registration fees in Omnivox. You can pay fees by credit card online via the Omnivox Payment Centre, or with cash in Student Services, Monday to Friday 8 a.m. - 12 noon, 1 - 4 p.m.

Why do I have extra fees to pay?

Additional course fees are added for some courses (e.g., Physical Education) or specific programs (e.g., for uniforms or tool kits) before schedules are released to students. You must pay your fees before you can access your schedule, and you must access your schedule before the official deadline (see the Omnivox calendar) in order to retain your courses and registration for the semester.

Why was I charged a \$50 late fee?

Students who miss the course registration deadline will be charged "late fees" which must be paid before you can access your schedule.

I can't pay my fees before the deadline and I don't want to be charged a late fee, what do I do?

Contact the Registrar's Office and ask about deferred payment options, which may be granted in exceptional cases.

I am on financial aid. Do I have to pay my registration fees now?

Contact the Financial Aid Officer in Student Services.

I am being funded by a sponsor such as Emploi Quebec, Indigenous Band, etc. Do I have to pay my registration fees now?

Contact the Registrar's Office

Change of Program

What can I do if I don't like my program?

You can request a change of program for the fall through the Omnivox Program Change Request module. Deadline: March 1. You may be able to transfer some of the courses that you have already completed (for example your General Education courses) to your new program. Ask your academic advisor for more information.

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

I am in Springboard. How do I register for a different program?

A student can only be registered in Springboard to a Diploma for a maximum of three consecutive semesters (including the summer semester). Students in Springboard must apply to a program through the Program Change module in Omnivox by March 1st for the fall semester.

I have submitted a request to change programs, but I am still being asked to select courses for my old program. What should I do?

If you have not yet received an admission decision following a request to change programs, you should complete the course selection and pay the fees for the old program.

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

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

Course/Program Withdrawal

Is there a deadline to drop a course?

Complete the withdrawal form in the Online Form section in Omnivox before the deadline on your course outline.

Students must be registered in four courses, or 12 hours of class per week, or 180 hours per semester, to be considered full-time. Fewer courses/hours than this and you become a part-time student and pay for courses based on the number of hours of instruction rather than a set fee for all the courses in a semester. Part-time fees are listed on the College website/Future Students/Admissions/Fees.

I am not planning to return next semester. Do I have to tell the College?

To withdraw officially from the College, you must complete an official withdrawal form available in the Online Forms section in Omnivox. Any fees that are eligible for a refund will be returned to your address on file, so please make sure that your contact information is up to date.

What happens if I don't withdraw from a course/the college by the deadline?

If you don't withdraw by the deadline your grades will remain permanently on your transcript, even if you retake and pass a failed course later. Failing grades will affect your average/Rscore your academic standing, your eligibility for summer co-ops and team eligibility.

Academic Progression and Evaluation

Authorized Absences/Accommodations

What should I do if I can't attend class?

Teachers track and record attendance. Let your teachers know if you will be absent as soon as possible. Find out what work you will miss so that you are prepared for your next class. Make sure you have read your course outline and that you understand what is expected of you in each class.

If you are going to miss evaluation activities (tests, assignment deadlines) for legitimate reasons, an accommodation process is in place to enable you to make up the missed work.

Critical, unforeseen absences: If you miss an evaluation activity due to an unforeseen event outside of your control (such as a family or medical emergency), you will be required to provide documentation to prove the reason for your absence, which will be evaluated by Academic Services.

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

A student who is unable to complete the course, for serious reasons, may be eligible to apply for an Incomplete notation. If the request is granted, the grade for the course(s) will be removed from the student's record, and the student will be advised when the course(s) are available to retake.

If you know you will not be able to attend a course for an extended period of time you must contact your advisor before the course withdrawal deadline (see your course outline for the date) as you may be required to drop the course(s).

Talk to your Academic Advisor in Student Services as soon as possible to process the accommodation.

Academic Standing

What can I do if I am having trouble in a course?

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

What happens if I fail a course?

All the courses shown in your progression chart are required to obtain a diploma. You may be able to take the course the following semester or during the summer, however not all courses are

offered every semester. You may have to add a semester or more to the time it takes to complete your program. The failed course and grade will remain on your transcript and affect your overall average/CRC score. Talk to your academic advisor in Student Services.

What is academic probation?

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

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

What is academic suspension?

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

Grade Review

During the course

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

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

At the end of the course

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

Ask your academic advisor in Student Services for the Grade Review Form and more information as soon as possible.

Final Exams

When will I get my final exam schedule?

The final exam period for diploma students is posted on the Omnivox calendar. Your individualized exam schedule will be available on Omnivox usually around November for the fall, and April for the winter semester.

Attestation exams are usually scheduled for the last day of the course.

The CRC or R score

What is an R score and what is it used for?

The R Score, also known as the Cote de rendement collegial (CRC score), is the basis for admission to most university programs in Quebec. The R score is calculated using the grades in each of your college courses (including different programs), the group average, and the group performance indicator. This indicator helps to ensure that students who are in a class with either a strong or weak group average are not disadvantaged or unjustly favored.

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

Diploma Requirements

Which do I need to complete to obtain my diploma?

Every student must complete 14 general education courses, including 4 English, 3 Philosophy/Humanities, 3 Physical Education, 2 or 3 French, and 1 or 2 complementary courses, over and above the program specific (concentration/core) courses. There is also a requirement to complete a language exit assessment and program exit assessment. Consult your Progression Chart on Omnivox and/or contact your academic advisor for more information.

What is a complementary course?

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

Which courses do I have to take each semester?

Your progression chart in Omnivox indicates the courses that need to be completed each semester to graduate. Some courses are pre-requisites to later courses.

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

Consult your course outline, progression chart in Omnivox, and program profile on the College website to learn more about the courses.

I don't want to take a full course load; how can I spread my courses over extra semesters?

Contact your academic advisor to develop an academic/progression plan to suit your needs.

Where can I find out more about a course?

Course descriptions are available on the program profiles on the website.

University Applications

What courses should I take in order to be able to apply to university, and what minimum grades/average do I need?

It is important to verify the specific admission requirements for each university and program you are interested in since minimum grade requirements vary depending on the institution and program in question. Consult the university websites and admission offices and speak to your academic advisor in Student Services if you need additional help. Advisors are happy to help, but you need to have done some groundwork before you meet with them.

Can I take a course for university that is not part of my program?

Contact your academic advisor in Student Services to find out when the course is offered and provide evidence that is needed for the program you are applying to at university. Your advisor will enroll you in the course providing it fits with your schedule and there is space available.

How do I apply to university?

A guide to applying to university is available in Omnivox under the Community Groups. Talk to your academic advisor for more information.

Where can I learn about scholarships?

A guide is available under the Omnivox Community groups. Talk to your academic advisor for more information.

Celebrating Success

Honour Roll

Each semester, the College celebrates and encourages student success with the Honour Roll. To earn a place on the Honour Roll, a student must have been registered in and passed a minimum of four courses, 12 hours of class a week, or 180 course hours in the semester and achieve the following grades to be recognized under one of the three categories:

- Academic Recognition - 75-79% average
- Honours - 80-89% average
- Dean's Honours - 90-100% average

Awards and Scholarships

Each year student success is recognized and celebrated with the awarding of engagement and perseverance bursaries and academic achievement awards to both current and graduating students through the Heritage Endowment Fund and CÉGEP Heritage College Foundation.

Program specific academic achievement awards are determined by grade average (and additional criteria in some instances) and celebrated at an Awards Night in April, along with a wide variety of awards for participation in and contribution to sports and socio-cultural life at the College.

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

Graduation Ceremony

CÉGEP Heritage College holds their graduation ceremony each year in June. Graduating students will be contacted by Student Services regarding the details of the ceremony at the appropriate time.

Academic Assistance

The Brigil Learning Center (Room C-103)

The Brigil Learning Center (BLC) offers help from teachers in Math, Biology, Chemistry, Physics, Nursing, Social Science, Philosophy and Humanities. Drop by the center with your assignment and questions – no appointment is needed. Schedules for teaching assistance will be posted in Omnivox at the start of the semester.

The Writing Center (Room A-201)

The Writing Center offers help from teachers in English and writing workshops during the semester. Drop by the center with your assignment and questions – no appointment is needed. Schedules for teaching assistance and workshops will be posted in Omnivox at the start of the semester.

Centre de langue écrite et orale (CLÉO) (Room E-212)

The Centre de langue écrite et orale (CLEO) offers help from teachers in French. Drop by the center with your assignment and questions – no appointment is needed. Schedules for teaching assistance and workshops will be posted in Omnivox at the start of the semester.

The Library

The library is an integral part of making the student experience at CÉGEP Heritage College enriching and successful. The library provides a broad collection, functional space, collaboration, and people-focused service. The library team is dedicated to upholding a space that offers community, access, diversity, and stewardship. Here are some of the services found at the library:

Reference Services

- LibGuides,
- Interlibrary loans,
- Research and Citation assistance,
- Research and citation tools like Zotero and LibKey Suite.

Featured Collections

1. Diverse and dynamic collections,
2. Digital magazines and newspapers like Flipster and Canadian Major Dailies,
 - Board and card games,
 - Indigenous studies and resources,
 - Young Adult fiction, Manga and more.

Electronic Resources

- Databases,
- Over 100,000 eBooks,
- Audio books,
- eReference books.

General Services

- Comfortable seating and bean bags,
- Colouring and puzzle station,
- Individual and group study areas,

- Group study rooms,
- Phone charging station,
- Computers, laptops, printers, a photocopy machine, and more!

As a new student to Academic libraries there are some unique features that are highlighted below:

Laptops & Laptop Accessories

The library offers laptops, a phone charging station, and other technology to support your learning:

1. 23 laptops and laptop chargers are available for in-library use for up to a 4-hour loan period.
2. 10 Battery packs are available for a 24-hour loan period.
3. A late fee of \$1 an hour is applied to laptops and \$3 a day for battery packs.
4. Replacement fees for lost or damaged laptops are up to \$600 and up \$200 for battery packs.

Conversation and Quiet Study Areas

The library provides both a quiet study area and a conversation area. We ask students to respect others and maintain a reasonable noise level when having conversations.

Quiet Study Area

1. Location: individual study desks and computer area,
2. Best for quiet individual study,
3. Limited quiet conversation,
4. Devices set to silent with no sound or headphone use.

Conversation Area

1. Location: group study rooms and lounge area in the front of the library,
2. Best for talking and collaboration,
3. Devices set at low volume or headphone use,
4. The group study rooms are not soundproof so be respectful.

Group Study Rooms

The library has 10 group study rooms that are available for use while the library is open and are on a first-served basis.

- Rooms can be booked up to 2 weeks in advance by contacting the Circulation Desk or by visiting the library website.
- All study rooms are locked and require a library staff member to open them.
- Room bookings are available to groups of 2 or more.
- One individual is free to use the Group Study Room when available but should be prepared to move if requested to do so by library staff to accommodate high demand.
- Bookings are limited to 2-hour blocks. The duration may be extended **only** if it is not reserved by another party **and** there are other Group Study Rooms available.
- If the group or individual who booked a Group Study Room is more than 15 minutes late for the booking, the booking will be canceled to allow another group to occupy the space.

The library hosts events, contests, and stress relief activities throughout the year to promote student-welling being and the collections. Our welcoming and supportive library team is always ready and happy to help with your research, creating citations, books suggestions, and much more. Check the website for more information.

Teachers

Your teachers are your first line of contact for academic assistance. Do not hesitate to reach out to your teachers as soon as possible if you are experiencing any difficulty in a course. The key is to address any

issues you are having sooner rather than later.

Talk to your teacher after class or during their office hours or communicate via MIO. Consult your Course Outline for their contact information and office hour schedule.

AccessAbility Services (learning support accommodation)

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

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

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

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

Academic Concerns

Concerns about a course may include questions about the course outline, feedback on assignments, marking timelines or other similar academic issues. If you have concerns about a course, first speak to the teacher. If your concern is not resolved, then contact the program or department coordinator. If your concern is still not resolved, please contact Academic Services in B-103.

Summer School

A list of credited summer courses is typically available in April. The College usually offers Remedial Math, French and Science high school Secondary 4 and 5 courses and English and Philosophy/Humanities college courses. Information is available on our website and in Omnivox.

Personal and Career Counselling

Personal Counselling

At CÉGEP Heritage College, your well-being is important to us. We have an on-campus Psychologist-Sexologist who can help you when needed. Appointments can be booked through Omnivox. Our personal counselling services can help you with:

- stress and anxiety
- lack of motivation
- feelings, and how to manage them
- your sexual orientation or identity (gender)
- family or romantic relationships
- having been victimized or victimizing others
- addictions of any kind
- grief
- adapting to a different cultural environment
- or anything else bothering you

Through our personal counselling services, you can talk to us in a confidential setting. We won't tell you what to do. We'll work at it with you to find tools and solutions. We are here to help. We are here for you.

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

Career Counselling

Do you feel you are not in the right program? Are you unsure what program to choose in university? Do you want to discuss career possibilities? Would you like an individualized discussion about your career plan?

Career Counseling is offered by Student Services to help you determine your interests and personality to make better choices during your career path and through your life.

Additional Services

Proof of Registration/Confirmation of Student Status

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

Transcripts

Official transcripts can be obtained for \$10 per request (one request per institution) via the Document Request module in Omnivox. Final transcripts will be sent automatically to universities and colleges as a result of requests initiated during the semester.

Lost Property

Drop off or pick up items in the Information Office, off the Agora. Open Monday to Thursday, 7:45 am to 6:00 pm, and Friday, 7:45 am to 5:00 pm. Unclaimed items will be made available to all students throughout the semester (valuable items will be kept for one month). It is the owner's responsibility to claim their property.

Building Hours

Monday to Friday: 6:45 am to 10:00 pm. Saturday: 1:00-4:00 pm. Please note: administrative services tend to be available between 8:00 am and 4:00 pm.

Tax Receipts

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

Lost and Found

The Information Office located in the Agora, Room B-107 is responsible for "Lost and Found". Any items lost or found should be reported or brought to Room B-107.

Virtual Heritage

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

Omnivox

Omnivox is an interactive communication tool that is used by the College to provide important information to students. Students should keep their contact information up to date and check messages/notices regularly. Download the Omnivox app on your smart phone or tablet.

If it's important, it's in Omnivox. Check it often!

Omnivox Module	Service
LÉA	Course grades, messages from teachers, course documents, absences, assignments, and much more...
Attendance Validation	Confirm your attendance each semester
Cancelled Classes	List of cancelled classes
Carpooling	Sign up to offer or find rides with students in your area

Course Schedule	Confirm your registration and consult your schedule each semester
Course Schedule Modification	Review your available schedule options
Course Selection	Confirm your course selection each semester
Document Request	Request transcripts and Proof of Registration letters
Documents & Messages	Information from the College
Exam Schedule	Your personalized DEC exam schedule each semester
Lockers	Select your locker online
Make an Appointment	Contact your Academic Advisor, a counselor, Financial Assistance...
MIO - Messaging in Omnivox	Read/send messages from/to administrators, teachers, students
Parking Permits	Request and pay for a parking permit for the semester
Payment Center	Consult and pay fees
Payment Center - History	Proof of payment
Personal File	Review and update your personal contact information
Program Change	Submit a request to change programs
Progression Chart	Consult your personal progression chart: courses passed and to be completed in the program
Results – Collegial studies grades transcript	Final grades for your cégep studies.
Surveys and Votes	Respond to important surveys from the College and your Student Association
Teachers Directory	Look up teacher contact information
Tuition tax receipts	Print your tax receipt each year

Telephone messages

The College sends automated messages to students about important deadlines and follow-up required. It is important that your contact information is accurate and up to date to ensure that you receive these messages. Once a message has been distributed, students are able to listen to the message again in their Omnivox account.

Messages in Omnivox ‘MIO’

The Registrar’s Office and Student Services primarily communicate to students using MIO. Transfer your MIOs to a personal email account. Go to your MIO account, click Settings, and Email Notification and enter your personal email address.

Academic Calendar

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

Omnivox Calendar

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

Latest News and Messages

To find out what is going on in the College from social and sporting events to competitions, campaigns, university open houses, scholarships and more, check out this page regularly.

My Communities

For help with study skills, learning and motivation strategies, information on events and activities, clubs, important deadlines and more, check out the resources available on the Omnivox Community groups located on the right hand side of the home page.

Computer/Email Accounts

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

Moodle

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

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

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

The College Website

The website has general information about the College, your program and the services available to you. You can also access Omnivox and Moodle and your college email from the home page.

Computer Labs/Wi-Fi Connections

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

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

Printing Rights Renewal

Students have access to the Heritage network and a computer and email account and pay for the use of these services (with printing rights) via the registration fees each semester (\$10 DCS programs - Graphic and Web Design = \$50, \$20 ACS programs).

The cost of each printout made in the College is deducted from the balance at 5 cents a copy for black

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

Photocopy Services

Photocopiers are available in the Library at 10 cents a copy.

Technical Support

At the beginning of semester, Information Systems and Technology Technical Support will send you an important MIO giving you guidelines on how to use the technology available at Heritage. You can also consult Policy #23 Concerning the Use of Electronic Networks available on the College Website <https://www.cegep-heritage.qc.ca/about-us/governance/bylaws-and-policies>.

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

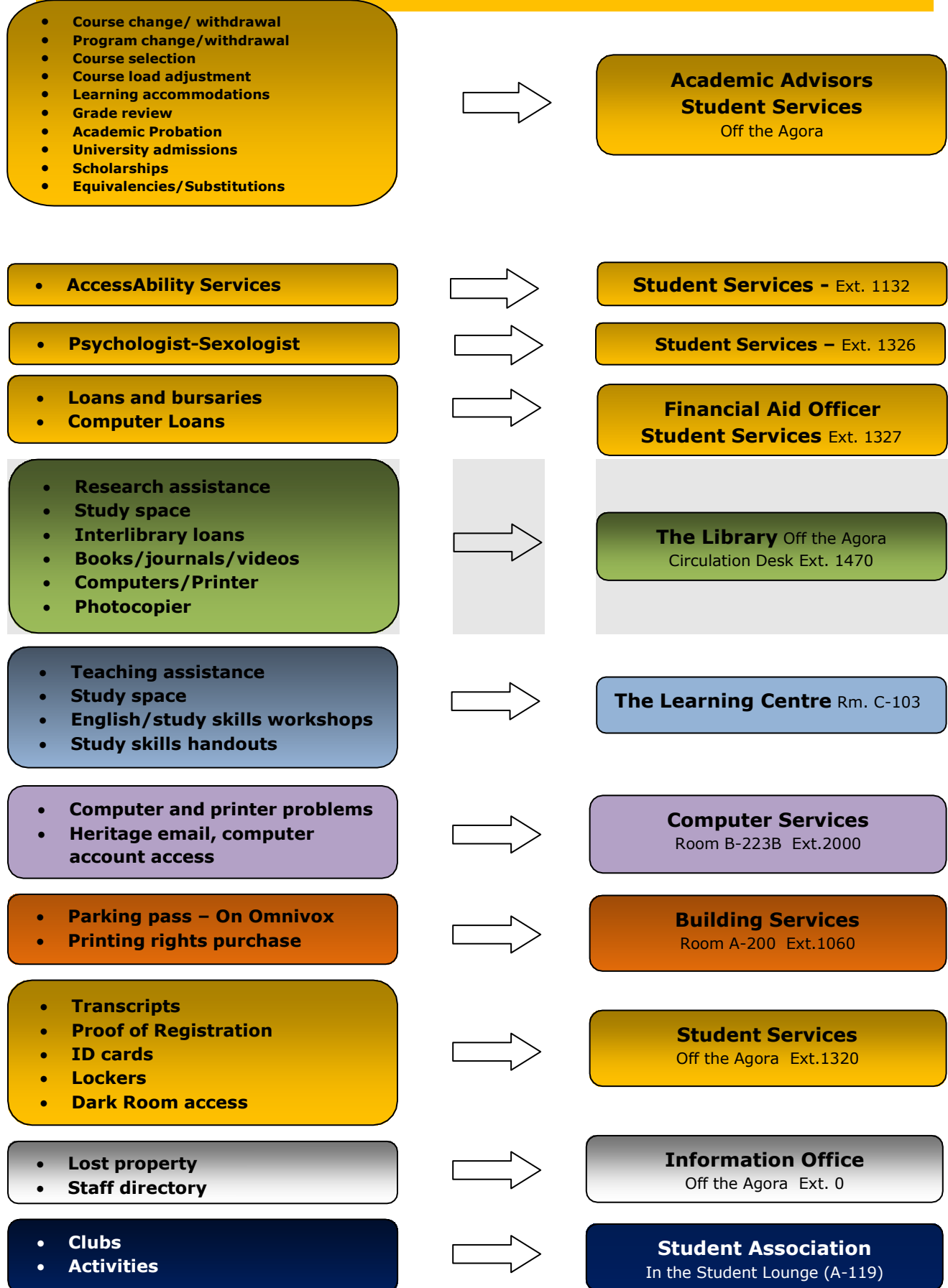
Making/Cancelling Appointments

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

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

If you don't see something that fits with your schedule, drop into Student Services and ask about drop-in times.

Support Resources Overview



Useful Numbers

Academic Advisors:	
Patricia Arnold	1328
Rachael Fieldsend	1330
Veronique Paquette	1322
Academic Services	1080
AcessAbility/Adapted Services Counsellor	1132
Admissions and Records Manager	1321
Building Services – parking	1060
Career Counsellor	TBD
Information Systems and Technology Help Desk	2000
Financial Aid	1327
Psychologist-Sexologist	1326
Information Office - General assistance	1
Library Circulation/Reference Desk	1470
Recreation Technician & Student Life Advisor (Sports)	1820
Registrar	1323
Social Worker	2888
Special Education Technician	2888
Student Life Advisor	1820
Student Services Coordinator	1107
Student for a Day Program	2803
Student Services – reception desk	1320
Student Services Director	1325

Bylaws and Policies

It is very important that you understand your rights and responsibilities. The following is a brief guide to the most important policies related to students. For the full version of these and other College Bylaws, Policies and Regulations, go to the Heritage Website and click on About Us> >Governance>Bylaws and Policies.

Evaluation of Student Achievement (Policy #5)

Students are ultimately responsible for their learning and for understanding how they will be evaluated in their courses. Course Outlines are an essential tool to help you manage your learning and success. Be familiar with this policy.

Academic Integrity (Policy #33):

Students who engage in cheating, plagiarizing and/or other acts of academic dishonesty may receive sanctions ranging from a grade penalty, a zero on the assignment, exam, or course, up to removal from the course or expulsion. Examples of academic integrity infractions include using someone else's work, in whole or in part, without acknowledging and citing the source; using information from an unauthorized source; using another student's work; using artificial intelligence without explicit permission by the teacher. Please note that Policy 33 has been updated to include to specify that performing a course related task and/or submitting academic work generated by artificial intelligence in any format is an academic integrity violation unless given explicit permission by the teacher. This work could include but is not limited to text, video, sound, images, code and presentation material.

Academic Standing (Bylaw #5):

Students failing the same course repeatedly or 50% or more of their courses each semester are placed on academic probation or suspended from the College, depending on their academic history.

English Language Usage (Policy #36):

All written work will receive a portion of the grade based on the proper use of English. Your individual course outlines and assignments will specify the details.

Student Conduct (Policy #24):

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

Use of Electronic Networks (Policy #23):

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

Fees and Refunds (Bylaw #2):

Students who withdraw from courses/the College are eligible for a refund of a percentage of the registration fees, based on whether the withdrawal is prior to the first day of classes, or the withdrawal deadline (published on Omnivox). For a list of fees and refunds associated with specific courses consult Reference Document B2.1. (Located on the College website: https://cdn.cegep-heritage.qc.ca/documents/PDF/policies_and_regulations/bylaws/bylaw_2_ref_doc_2023april.pdf?1682521134). To apply for a refund, contact the Registrar's Office.

Parking (Policy #7):

Drive safely on College grounds and display your day pass or permit to avoid fines issued by the City of Gatineau.

Smoking (Policy #21):

Smoking on or within the College grounds inside the beltway is prohibited. For penalties consult the Policy.

GRID Pathway to Services

Service/ Department	Services Provided to Students	How does someone access the service? What is the specific coordinate to receive services?	Contact Information	In Person Hours	Office Location
Information and Systems Technology	<ul style="list-style-type: none"> – Wi-Fi – Internet – Lending laptop – Secure IT environment 	<ul style="list-style-type: none"> – Services are introduced and provided during on-boarding. – In Person – Email – Octopus ticket 	Techsupport@cegep-heritage.qc.ca	07:30 to 17:00	B-223
Building Services	<ul style="list-style-type: none"> – Parking – Cleaning – Secure physical space – Security – Comfort – Cafeteria – Room rental 	<ul style="list-style-type: none"> – Services are introduced and provided at on-boarding. – In Person – Email – Phone 	bservices@cegep-heritage.qc.ca 819-778-2270, ext. 1060	Front Desk 08:00 to 16:00 Security 06:45 to 22:00	A-200
Financial Services	<ul style="list-style-type: none"> – Money order – Emitting cheque-transfers and other type of payments 	<ul style="list-style-type: none"> – Omnivox – Clara online forms – Paper forms 	finances@cegep-heritage.qc.ca 819-778-2270, ext. 1100	08:30 to 16:00	B-104
Financial Services (Procurement)	<ul style="list-style-type: none"> – Support Clubs and association with quotations 	<ul style="list-style-type: none"> – Clara DMA 	Purchasing@cegep-heritage.qc.ca 819-778-2270 x 2808	08:00 to 16:00	A-200
Registrar's Office	Admissions <ul style="list-style-type: none"> – Programs offered – Dates – Change of program – How to apply 	<ul style="list-style-type: none"> – Email – Phone – In Person – Website 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Admission Follow-Up <ul style="list-style-type: none"> – Conditional admission – Refusals 	<ul style="list-style-type: none"> – Email – Phone – In Person – MIO – Omnivox Survey – Omnivox Admission Follow-Up Module 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Request for Non-Credit Registration and Payment	<ul style="list-style-type: none"> – Email – Phone – In Person – Website 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Language Placement <ul style="list-style-type: none"> – English and French testing for DEC and AEC 	<ul style="list-style-type: none"> – Email – Phone – In Person 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Course Selection <ul style="list-style-type: none"> – Follow-up of incomplete course selection – Unpaid fees – Rebuilds 	<ul style="list-style-type: none"> – Email – Phone – In Person – MIO – Telephone broadcast 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Fee Payments <ul style="list-style-type: none"> – Short-term payment agreements – Sponsorships 	<ul style="list-style-type: none"> – Email – Phone – In Person – MIO 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Proof of Registration and Enrollment (includes RESP requests)	<ul style="list-style-type: none"> – Email – Phone – In Person – MOI – Omnivox document request 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Verification of Educational Backgrounds and Proof of Certification	<ul style="list-style-type: none"> – Email – Phone – In Person 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106

Registrar's Office	Transcripts <ul style="list-style-type: none"> – Generate – Send 	<ul style="list-style-type: none"> – MOI – Omnivox document request – Email 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Grade Change - Student (Notification of grade change)	<ul style="list-style-type: none"> – Email – MIO – Form in documents on file for faculty in Omnivox 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Unretrieved Schedules	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Authorized Absences - Incompletes, Accommodations, etc.	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Course and College Withdrawal	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Attendance Validation	<ul style="list-style-type: none"> – Email – MIO – Telephone broadcast in Omnivox Omnivox attendance module 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	"Commandites" (Courses taken in another institutions (incoming and outgoing))	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	English Exit Exam <ul style="list-style-type: none"> – Registration – Invigilating – Administration and transmit/import and results 	<ul style="list-style-type: none"> – Clara – MIO – Omnivox suvey – In Person 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Certification <ul style="list-style-type: none"> – Confirmation of certification – Delivery of diplomas – Troubleshooting 	<ul style="list-style-type: none"> – Clara – MOI – Omnivox documents on file – In Person – Email 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	DEC sans mention	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	OIIQ <ul style="list-style-type: none"> – External eligibility and completion of forms – Request for French language exemption for OLF 	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Omnivox <ul style="list-style-type: none"> – Communications – Calendar – Important documents – Surveys – Online forms – Document requests – Latest targeted messages 	<ul style="list-style-type: none"> – Omnivox 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Omnivox Troubleshooting (Students) <ul style="list-style-type: none"> – First time user – Forgotten passwords – Access issues 	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Eligibility Meetings with Students <ul style="list-style-type: none"> – Admissions 	<ul style="list-style-type: none"> – Email – MIO – In Person 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106

	<ul style="list-style-type: none"> – Program eligibility – Quebec residency – International admissions – Law 14 status – Fees 	<ul style="list-style-type: none"> – Phone 			
Registrar's Office	Bourse Perspective	<ul style="list-style-type: none"> – Email – MIO – In Person – Phone – Info Sessions 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Registrar's Office	Dynamic Documents <ul style="list-style-type: none"> – Update and maintain student records and communication 	<ul style="list-style-type: none"> – Clara – Omnivox 	registrar@cegep-heritage.qc.ca 819-778-2270, ext. 1321	07:30 to 16:00	B-106
Student Services	Financial Aid Our Financial Aid advisor is there to help you navigate this new reality and provide you with all the accessible resources that are made available to you to help you succeed. <ul style="list-style-type: none"> – Loan and Bursary Program (AFE) – STO semester rebate pass (public transportation) – Foundation – Emergency Funds – Holiday baskets 	<ul style="list-style-type: none"> – Email – MIO – In Person 	VPerdomo@cegep-heritage.qc.ca	08:30 to 16:30	B-106
Student Services	SVOSS Committed to reducing sexual violence and increasing services and supports for victims and survivors, CÉGEP Heritage College recognize that all of us have a role to play in ending sexual violence.	<ul style="list-style-type: none"> – Email – MIO – In Person 	svoss@cegep-heritage.qc.ca	08:00 to 16:00	E-115
Student Services	Counseling and Wellness Services Our dedicated team provides counselling services that can help you through some difficult times. Stress management, anxiety, sleep issues, addictions are among the topics that you can get support and develop your own toolbox to better face various situations.	<ul style="list-style-type: none"> – Email – MIO – In Person 	sservices@cegep-heritage.qc.ca	08:00 to 16:00	B-106
Student Services	Indigenous Students Services Our Indigenous Student Life Advisor is there to support students and promote services available as well as creating a sense of community. The Gathering Centre is where those connections can start!	<ul style="list-style-type: none"> – Email – MIO – In Person 	bmartin@cegep-heritage.qc.ca	08:00 to 16:00	E-113
Student Services	Physical Wellness Our Student Life team is there to make sure you can join and take part of inclusive physical activities where you can feel welcomed and reach your personal goals : –Fitness Center and yoga studio –Intramurals <ul style="list-style-type: none"> • Volleyball • Basketball • Indoor Soccer • Badminton • Ball Hockey –Varsity Teams (RSEQ)	<ul style="list-style-type: none"> – Email – MIO – In Person 	jknerr@cegep-heritage.qc.ca gbroomes@cegep-heritage.qc.ca	07:30 to 15:30	A-107
Student Services	Academic Advising Our Academic Advising team is your key	<ul style="list-style-type: none"> – Email – MIO 	sservices@cegep-heritage.qc.ca	07:30 to 16:30	B-106

	contact to help you with your course selection, program path and other valuable information on academic standing and requirements.	– In Person			
Student Services	Adapted Services and Accessibility Heritage College provides adapted services delivered and monitored by a professional counselor to support students with special needs. It is important to register with AccessAbility Services in Student Services at the start of the semester in order to receive the help you need on time.	– Email – MIO – In Person		08:00 to 16:00	B-106
Student Services	Student Success and Transition For many students the transition to college from high school, or the return to studies after a long absence, can be difficult, but there are strategies and skills that can make things easier. We offer hands on workshops to help you prepare with your new College life.	– Email – MIO – In Person	jhoward@cegep-heritage.qc.ca	08:30 to 16:30	B-110
Student Services	Career Counselling Career Counseling is offered by Student Services to help you determine your interests and personality to make better choices during your career path and through your life.	– Email – MIO – In Person		08:00 to 16:00	B-106
Student Services	Recruitment Activities	– Email – MIO – In Person	sricci@cegep-heritage.qc.ca	08:30 to 16:30	B-106
Academic Services	Academic Accommodations Missed classes or exams or extensions on assignments for appointments, medical reasons or unforeseen/exceptional circumstances, Sport-Etude students.	– Contact Academic Advisor – Can also talk to teacher informally		08:00 to 16:00	B-106
Academic Services	Grade Reviews	– Contact Academic Advisor – Can also talk to teacher informally		08:00 to 16:00	B-106
Academic Services	Academic Complaints – Course outline issues – Issues with teachers – Issues with marking feedback timelines – Etc.	– Contact the AAD for their program		08:00 to 16:00	B-103
Academic Services	Request for course outlines (former students)	– Email	acadservices@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Academic Services	Academic Awards	– Email	lpeldjak@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Academic Services	Offer Co-Op opportunities	– Email	cfleury@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Academic Services	Offer RAC opportunities	– Email	PedagogicalCounselors@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Academic Services	Library – Print and online resources – Events and programming – Quiet study spaces – Research support – Wellness activities	– Email	libinfo@cegep-heritage.qc.ca	08:00 to 17:00	Library
Academic Services	Offer BLC (tutoring/individual support) hours	– In Person	Various	Various, see schedule for semester	C-103

Academic Services	Academic Integrity Complaint Process	Policy #33 (teachers, AAD)	ccampisi@cegep-heritage.qc.ca sstark@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Academic Services	Academic Appeals Process	– Email	lpeldjak@cegep-heritage.qc.ca	08:00 to 16:00	B-103
Human Resources	– Employment opportunities – Other HR general questions	– Email	hr@cegep-heritage.qc.ca	08:00 to 4:30	B-104
Human Resources	Payroll Services – T4 & Relevé 1 – Other payroll related questions	– Email	hr@cegep-heritage.qc.ca	08:00 to 4:30	B-104
Human Resources	College Emergency Procedures – Manage and keep up to date	– Email	hr@cegep-heritage.qc.ca	08:00 to 16:30	B-104
Human Resources	College Health and Safety – Manage committee, laws and regulations, accident and incidents, etc.	– Email – In Person	hr@cegep-heritage.qc.ca	08:00 to 16:30	B-104
Information Office (Human Resources)	– Management of student assignments – Answering general type questions – Welcoming visitors – Providing tools to the students (calculators, pens, etc.) – Pick-up of materials, course packs – Management of lost and found	– Email – In Person – Phone	informationoffice@cegep-heritage.qc.ca	08:00 to 16:30	B-107
Information Office (Human Resources)	– Assist in the Management of the Emergency Procedures – Call for a Trained First aider – Respond to emergency calls – Use of the PA System when required.	– Email – In Person – Phone	informationoffice@cegep-heritage.qc.ca	08:00 to 16:30	B-107
Director General's Office	Governance and Communications – Board of Governors – Executive Committee – Board Subcommittees – Translations	– Email – In Person – Phone	vgamache@cegep-heritage.qc.ca - secretarygeneral@cegep-heritage.qc.ca 819-778-2270, ext. 2802	08:30 to 17:00	B-103
Director General's Office	Bylaws and Policies – Administration – Access – Interpretation	– Email – In Person – Phone	vgamache@cegep-heritage.qc.ca - secretarygeneral@cegep-heritage.qc.ca 819-778-2270, ext. 2802	08:30 to 17:00	B-103
Director General's Office	Marketing, Graphic Design and Audio-Visual Services – Graphic design – Social media creation and distribution – Audio-visual services for events	– Email	communications@cegep-heritage.qc.ca -	07:30 to 16:30	B-103

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Need more information/assistance?

Contact **Student Services**.

Monday to Friday 8:00-4:00

819-778-2270 ext. 1320

sservices@cegep-heritage.qc.ca

If the information in this guide is unclear or you would like to make a suggestion on how to improve it, please provide your constructive feedback to Rachael Fieldsend via MIO or rfieldsend@cegep-heritage.qc.ca (Updated Aug 22, 2023)