



Student Guide to Continuing Education

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

Welcome to Heritage.

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

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

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

We are here to help.

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Important Deadlines for AEC Students

Check the Omnivox Calendar regularly for updates.

Admission/Registration Confirmation	<ul style="list-style-type: none"> • New students - confirm your registration by paying your fees by the deadline indicated in your admission letter. • Current students – confirm your registration by paying your fees by the deadline on 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 you can access your schedule (additional fees may have been added for some courses). Make payments through the Omnivox Payment Center or ask in Student Services about other payment methods.
Schedule Retrieval	<ul style="list-style-type: none"> • You must access your schedule before the first day of class on Omnivox to confirm your enrolment and keep your courses.
Course Start Dates	<ul style="list-style-type: none"> • Students are expected to attend all classes on their start dates. Consult your schedule in Omnivox for details about how your courses will be offered (Onsite, Online or Hybrid). Start dates are highlighted on your admission letter as they may differ from one AEC to another. Contact your academic advisor if you will miss classes and graded work.
Course Withdrawal	<ul style="list-style-type: none"> • Contact your academic advisor before the date indicated on your course outline and on your schedule in Omnivox. • Only courses that you have officially withdrew from before the withdrawal deadline will be removed from your semester record. If you stop attending before the end of the semester, and have not officially withdrawn from a class you will receive a failure for that class. • All courses/grades on your record after this date will remain permanently on your transcript.
Attendance Validation	<ul style="list-style-type: none"> • You will need to confirm you are attending your class on the date indicated on your schedule. If you confirm that you are not attending a course it does not mean you have dropped it – the course and grade will remain on your record and transcript. Contact your academic advisor.

Getting Started

Admission/Registration Confirmation

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

STEP 1: SET UP YOUR ACCOUNT (For new students)

1. Go to the College Website: <http://www.cegep-heritage.qc.ca/>
2. Click on the Omnivox link on the right of the top menu bar.
3. Under Students click First use.
4. And follow the steps on the screen to set up your account and password.

STEP 2: PAY YOUR REGISTRATION FEES (all students)

- Credit Card or Visa Debit: Online Payment Center on Omnivox; or
- Debit, certified cheque or money order in Student Services (Room B-106) Monday to Friday, 8-12 and 1-4.

STEP 3: ACCESS YOUR SCHEDULE on Omnivox by the deadline (all students)

- All fees must be paid before you can pick up your schedule.
- If you are denied access to your schedule, read the instructions.

Admission Eligibility

A student who did not obtain the pre-requisite courses for the program should contact Student Services about their options:

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

SUMMER SCHOOL: The College usually offers remedial Math, French and Science high school Secondary IV and V courses in the summer. The course list and registration information is posted on the College website, or ask in Student Services for more information.

Change of program

If after being offered a place in a program you decide you want to change to another program you can do so by submitting a request through the Program Change module on Omnivox. Contact Student Services if the module is not active.

Withdrawal and Refund Policy

A student who wishes to cancel his/her registration must contact the registrar's office at registrar@cegep-heritage.qc.ca. Any refundable fees will be mailed to the student's address as it appears on Omnivox.

Schedules

Students must access their schedules on Omnivox to finalize their registration by the deadline indicated on the Omnivox calendar. Schedules are available usually 10 working days before the start of classes. If you don't access your schedule before the deadline your semester record will be cancelled.

All fees must be paid in order to access your schedule.

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

Course 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 validation (through your academic advisor), 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 from program to program, and class to class, within a program.

Books can be purchased in person at our COOPSCO bookstore.

Lockers

All registered students have access to a locker for the academic year. Attestation program students keep their lockers until they complete their program. 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.

Student ID Card

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

You will be invited to download a picture to create a digital ID card on Omnivox when you log into your account. If you have a technical problem contact Computer Services: Room B-223, techsupport@cegep-heritage.qc.ca, extension 2000.

Contact information

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

Parking

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

Purchase your pass on the Parking Permit module on Omnivox (accessible 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 have been served. Contact Building Services for more details at bsservices@cegep-heritage.qc.ca.

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 Boul. de la Cité-des-Jeunes (at the junction with Perras).

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



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

Cafeteria

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

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 if you need more information or help.

AccessAbility (learning accommodation) Services

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

Success Strategies

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

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

Academic Advising

JEAN SCOTT (ext. 1322)

jscott@cegep-heritage.qc.ca

- Bilingual Office Administration
- Microsoft Network and Security Administrator

PATRICIA ARNOLD (ext. 1328)

parnold@cegep-heritage.qc.ca

- Web and Desktop Programming

RACHAEL FIELDSEND (ext. 1330)

rfieldsend@cegep-heritage.qc.ca

- Early Childhood Care and Education
- Agriculture Programs

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

Academic Advisors can help with...

YOUR PROGRAM:

- Which courses do I need to complete my diploma?
- Which courses can I choose?
- What is a complementary course?
- 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?
- Am I eligible for equivalences, 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

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.

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 Student Services.

When can I see my schedule?

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

Fee Payment

How do I pay for courses/registration fees?

You will be invoiced for your registration fees on Omnivox. You can pay fees by credit card online via the Omnivox Payment Centre, or with debit 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 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.

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

Contact Student Services and ask about deferred payment options, which may be granted in exceptional cases.

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

Contact the Financial Aid Officer in Student Services.

Course/Program Withdrawal

Is there a deadline to drop a course?

If your program has begun, you will need to withdraw from your classes through your academic advisor, before the deadline indicated on your course schedule

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 at a later date. Failing grades will affect your academic average and may affect your academic standing in the College.

Academic Progression and Evaluation

Authorized absences/Accommodations

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

Let your teachers know if you will be absent and find out what work you will miss so that you are prepared for your next class. Make sure you have read your course outline, and that you understand what is expected of you in each course.

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

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 Student/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 Etudes), then you must ask for the accommodation **at least four weeks in advance** of your test or assignment.

A student who is unable to 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 for more information as soon as possible.

Academic Standing

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

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

What happens if I fail a course?

All the courses shown in your progression chart are required to obtain a diploma. 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 suspension?

If a student fails 50% or more of their courses more than once during their cegep studies or the same course more than twice (at Heritage 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 his/her concern with the teacher within one (1) calendar week of receiving the grade.

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

At the end of the course

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

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

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 on 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.

Diploma Requirements

Which courses do I have to take each semester?

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

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

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

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

Contact your Academic Advisor to develop an academic plan to suit your needs, if possible.

Where can I find out more about a course?

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

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 as a full-time student 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

Graduation Ceremony

Graduating students will be contacted by Student Services regarding the details of the ceremony at the appropriate time.

Academic Assistance

Study Tips and Success Strategies

For many students the transition to college from high school, or the return to studies after a long absence, can be difficult, but there are strategies and skills that can make things easier. Visit the Community Groups in Omnivox for guides and links to other resources that can help.

The Library

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

Teachers

Your teachers are your first line of contact for academic assistance, but don't wait to be asked. At college the expectation is for you to be responsible for your learning. Students can very quickly feel overwhelmed. The key is to address any issues you are having sooner rather than later.

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

AccessAbility (learning accommodation) Services

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

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

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

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

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 the 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. **fees are subject to change without notice*

Lost property

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

Building Hours

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

Tax Receipts

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

Virtual Heritage

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

Omnivox

Omnivox is an interactive communication tool that is used by the College to provide important information to students. It is regularly used by Student Services, the Registrar's office and teachers as their main tool for communication. Students are also able to access a variety of information related to their student records such as their timetables, income tax receipts, transcripts and so on.

Once students are offered admission to the College they are given access to the Omnivox tools and are responsible for ensuring that their contact information is accurate and up to date. Students are able to download the Omnivox app on their smart phone or tablets

If it's important you will find out about it via 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 message 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'

This is similar to sending an email and is available in the Omnivox account. Student Services and the Registrar's office primarily communicate to students using MIO. Students can transfer their MIOs to a personal email account (see below).

MIO Redirect

If you want to know when you've been sent a MIO (Message In Omnivox) you can set up a notification in Omnivox so that you don't miss out on important information. Go to your MIO account, click Settings, and Email Notification and enter your personal email address.

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 Intranet Community

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

Moodle

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

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

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

The College Website

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

Computer Labs/Wi-Fi Connections

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

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

Printing Rights Renewal

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

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

Photocopy Services

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

Technical Support

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

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

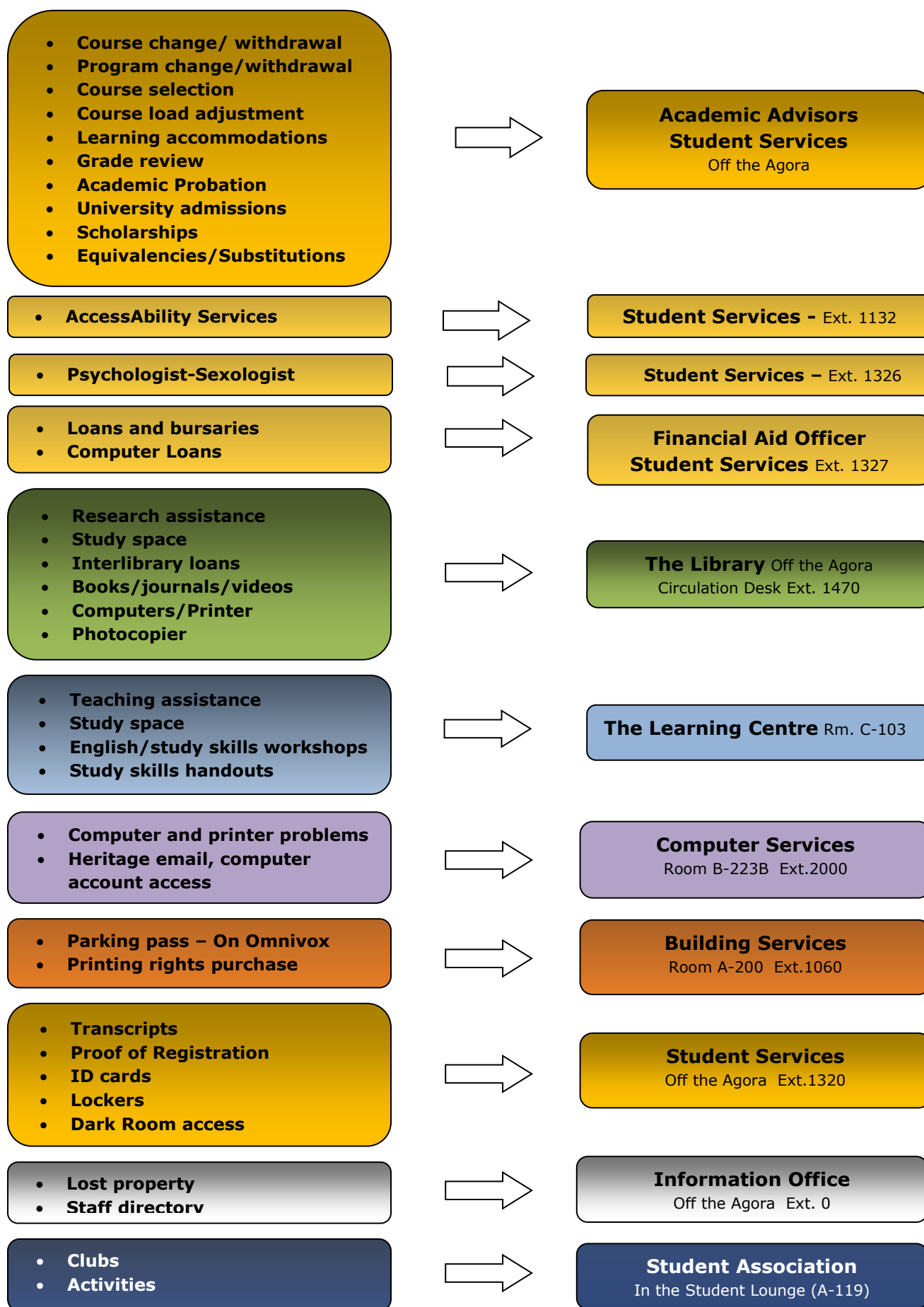
Making/Cancelling Appointments

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

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

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

Support and Information Resources



Useful Numbers

Academic Advisors:	
Patricia Arnold	1328
Rachael Fieldsend	1330
Jean Scott	1322
Academic Services	1080
Adapted Services Counsellor – Josée Beaudry	1132
Building Services – parking/printing	1060
Career Counsellor – Josée Beaudry	1132
Computer Services Help Desk	2000
Financial Assistance – Christine Smyth	1327
Psychologist-Sexologist – Johanne Ouimette	1326
Information Office - Teacher directory and general assistance	1
Library Circulation/Reference Desk	1470
Registrar – Kelly McMahon	1323
Special Education Technician – Carolyne Drouin	2888
Student Life Manager – Erika Pouliot	1107
Student for a Day Program – Sandra Ricci	2803
Student Services – reception desk	1320

Policies and Regulations

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 Heritage>Governance and Administration>Policies and Regulations.

Evaluation of Student Achievement

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

Academic Integrity (Policy 33):

Students caught cheating, plagiarizing and in other acts of academic dishonesty may be given zero for an assignment, exam, or course, or be suspended from the course, program or College.

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

English Language Usage (Policy 36):

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

Student Conduct (Policy 24):

Interventions will be applied to students involved in misconduct related, but not limited, to interfering with learning, endangering the health and safety of others, possession of illegal

drugs, and misuse of property. Be familiar with this policy.

Electronic Network Use (Policy 23):

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

Fees and Refunds (Bylaw 2):

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

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

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



Need more information/assistance?

Contact **Student Services**.

Monday to Friday 8:30-4:30

819-778-2270 ext. 1320

sservices@cegep-heritage.qc.ca

*If the information in this guide is unclear or you would like to make a suggestion on how to improve it, please provide your constructive feedback to **Stephanie Hebert-Potter** via MIO or shebert@cegep-heritage.qc.ca (Updated September 9, 2022)*