



FAMILY SUPPORT GUIDE

What you need to know about the transition to a post-secondary environment and helpful resources your loved one can access to support their success.

BE READY.



At Lethbridge College, we're more than bricks and mortar. We're a place of people coming together – a community committed to one another. And like you, we're here to support your loved one on their academic journey.

The role of our student services professionals is to help students experience a smooth transition to Lethbridge College. We are here to make sure they are aware of all of the services we have on campus to support their success. We're rooting for them – and we're here to help if they need a hand.

This guide is intended to help you provide support to your loved one as they transition to Lethbridge College. Your loved one will learn about a number of expert resources available to support their success, but they may look to you for advice, and this document includes information on what is available. The final page of this guide is a complete list of services that are referenced throughout this document.

TIPS FOR HOW YOU CAN HELP YOUR STUDENT BE READY

- make a plan to balance school and life expectations
- **encourage your student to ask for help** and use the services and resources available, many of those resources are referenced throughout this document
- suggest that your student connect with their faculty and classmates
- focus on the evolution of important life skills including self-advocacy, resilience, resourcefulness and independence
- remind your student to exercise regularly, eat well and get enough sleep
- stay informed on important dates and deadlines including add/drop/withdraw and exam schedules, all of which can be found online at: **lethbridgecollege.ca/dates-deadlines**
- keep the lines of communication open
- avoid financial stress by creating a budget

Quick tip: Remind your student to check their Lethbridge College email and social media platforms for important information and updates.



/LethbridgeCollege



@LethCollege



lethcollege



lethcollege

WELCOME TO THE FAMILY

Prior to the start of the term, students should review and complete the New Student Checklist they received in the mail or accessed online at [**lethbridgecollege.ca/nso**](https://lethbridgecollege.ca/nso).

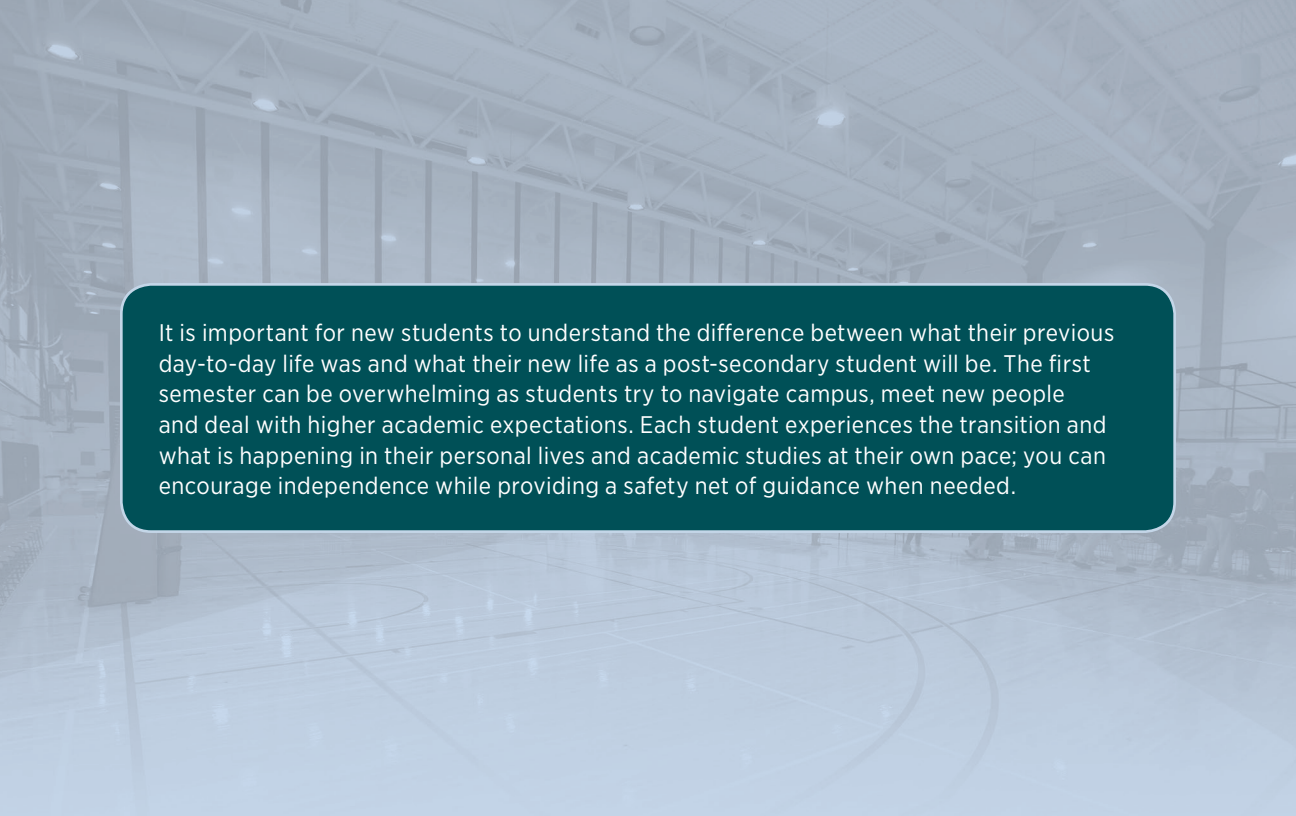
In addition to this guide, extensive information about services and FAQs for current students can be found online at [**lethbridgecollege.ca/current-students**](https://lethbridgecollege.ca/current-students).

New Student Orientation facilitates a successful transition into the college and helps prepare students to maintain or achieve a holistic life balance (academic, social, emotional and physical well-being). New Student Orientation includes institutional information, in addition to a program orientation, that outlines opportunities and expectations of students at Lethbridge College. Students must register to attend at [**lethbridgecollege.ca/nso**](https://lethbridgecollege.ca/nso).

HOW YOU CAN HELP

- Prior to the start of the semester and throughout their learning experience, students are expected to check their Lethbridge College email. Remind your student to log into their college email; it is our primary source of communicating important information and updates.
- Review the LCSA Student Health and Dental benefits plan for deadlines to opt in/opt out or add on to their plan at mystudentplan.ca/lethbridge.
- Tell your student to check the online student portal to ensure they are registered in their courses.
- Order their textbooks and supplies, parking pass and gym membership. They can even skip the line and order online at lethbridgecollegebookstore.ca.
- Ensure financial resources are in place for your student's education. Have them apply for scholarships, college awards and government loans. Visit lethbridgecollege.ca/financial-aid for more information.
- Students should be aware of their rights and responsibilities as a student and the standard for academic honesty and non-academic behaviour of Lethbridge College students. Review the policy at lethbridgecollege.ca/student-rights-policy.
- Plan ahead: In addition to everything that is involved for starting college such as books and supplies, students will also need to make decisions about such things as chequing accounts, phone plans, where to buy groceries, bus routes and budgeting.
- Secure housing.
- Apply for childcare services if required. The Hands on Early Learning Centre runs an on-campus daycare. Visit lethbridgecollege.ca/daycare for details.

GETTING READY

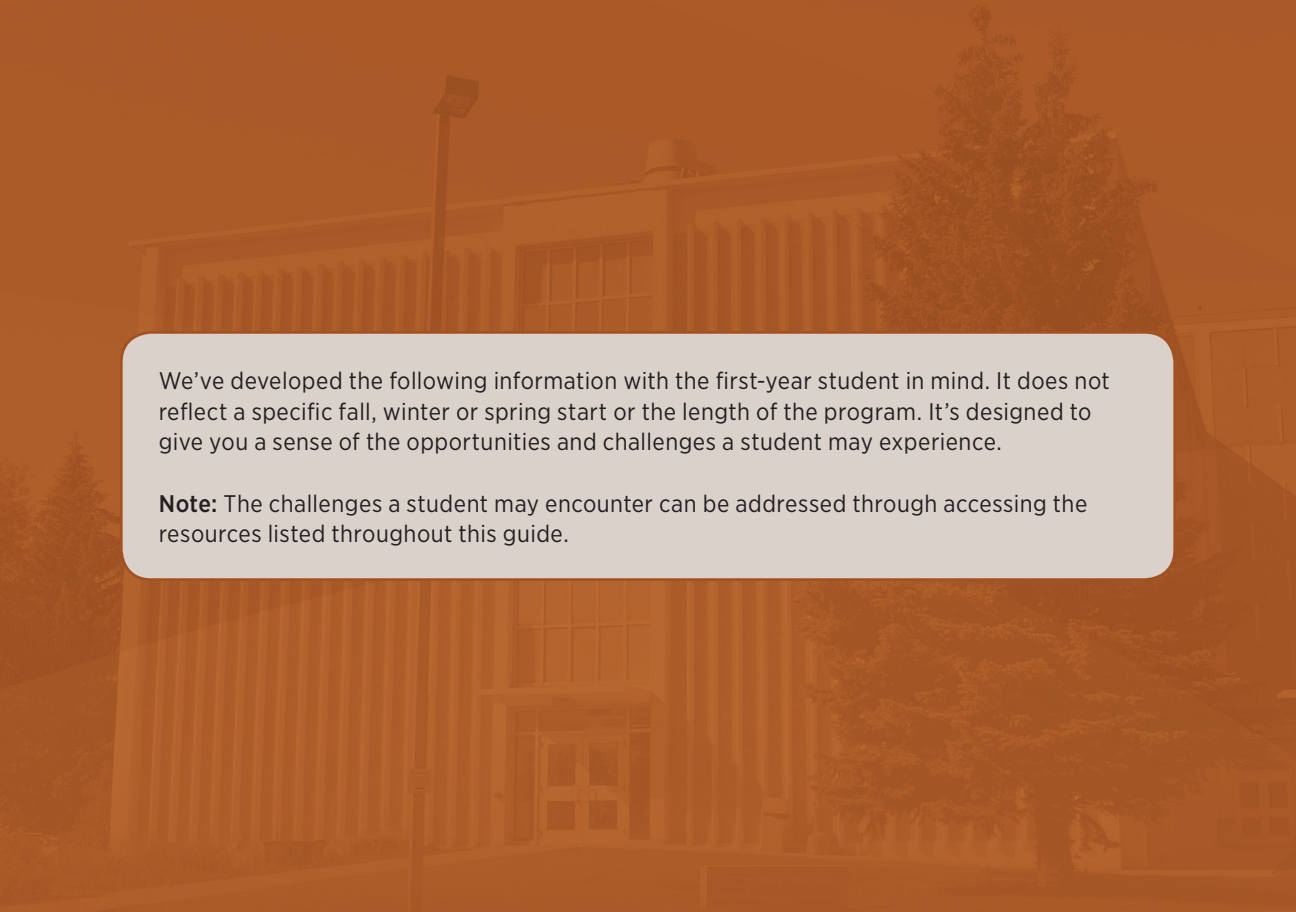


It is important for new students to understand the difference between what their previous day-to-day life was and what their new life as a post-secondary student will be. The first semester can be overwhelming as students try to navigate campus, meet new people and deal with higher academic expectations. Each student experiences the transition and what is happening in their personal lives and academic studies at their own pace; you can encourage independence while providing a safety net of guidance when needed.

HOW YOU CAN HELP

- Ask your student about their experience and encourage them to allocate adequate time for school each week, but to also find time to get involved with campus activities such as watching Kodiaks Athletics games, joining a club, attending an event organized by the LCSA or simply going for coffee with a classmate. A schedule of organized activities can be found online at: **lethbridgecollege.ca/events-calendar**.
- If your student mentions a class they are struggling with or dislike, encourage them to *talk to their instructor or faculty liaison*, connect with *Career and Academic Advising* to learn about options and supports available, or check out the *Learning Café*. The Learning Café helps students develop the skills, strategies and behaviours needed to succeed in their coursework.
- Encourage your student to treat school like a job. If your student is having a hard time balancing their workload, advise them to reach out for help.
- Support the development of time management skills. Students should always review each course outline or syllabus. It is up to them to stay on top of assignments and readings. Students should prepare for and attend all classes and allow time each week to review their material rather than cramming, which is usually ineffective.
- Accept that in this new chapter, it may be a challenge for you as well because you may know less about every detail of your student's life. You also need to be aware of our confidentiality policy: all information shared by students with Lethbridge College staff is confidential. Instead of contacting us on behalf of your student, encourage them to reach out to us directly. Additional information can be reviewed online at: **lethbridgecollege.ca/foip**.

TRANSITIONING IN



We've developed the following information with the first-year student in mind. It does not reflect a specific fall, winter or spring start or the length of the program. It's designed to give you a sense of the opportunities and challenges a student may experience.

Note: The challenges a student may encounter can be addressed through accessing the resources listed throughout this guide.

WHAT TO CONSIDER DURING THE STUDENT LIFECYCLE

BEGINNING OF THE YEAR

- orientation activities
- ensuring they have textbooks and a parking pass
- adjusting to living away from home, maybe experiencing homesickness
- navigating campus, meeting instructors, finding their peer group and dealing with different relationships
- understanding how to use CANVAS – the learning management system
- paying attention to important dates and deadlines
- checking in with an academic advisor if they need to discuss adding/dropping/withdrawing from a class
- dealing with first round of exams and grades
- managing their finances
- ensuring they are registered in courses for the following semester

MIDDLE OF THE YEAR

- starting a new semester
- learning a new course schedule
- reconnecting with the campus community and meeting new instructors
- maintaining a school, work and life balance
- registering in elective courses if required
- checking in with an academic advisor if they are considering adding/dropping/withdrawing from a class
- dealing with exams and grades
- ensuring they are registered in courses for the following semester
- looking forward to upcoming school breaks
- planning for housing if required for the summer
- monitoring their finances

END OF THE YEAR

- completing final exams and assignments
- applying to graduate – don't forget to get Convocation photos!
- connecting with Career Development to update resumé and begin looking for employment
- registering with Alumni Relations if they're graduating
- researching loan repayment strategies

RHYTHM OF THE ACADEMIC YEAR

Money matters

Post-secondary education is a major financial commitment. Even for families who can cover all costs, there can be challenges in regards to planning, paying and understanding processes and timelines. Our Student Awards and Financial Aid staff host budgeting and credit management sessions over the academic year. Advice is readily offered individually at our conveniently located desk near the front entrance to the college, via email or webchat, over the phone or through extensive resources, including our Budget Wizard. Visit our website for more information at lethbridgecollege.ca/financial-aid.

Paying tuition and fees

Please check Lethbridge College's website for more details on tuition fee rates and other fees. Students should check their account balance online on myHorizon. Tuition fees are due by the add/drop deadline for each semester. Additional information and FAQs can be found online at lethbridgecollege.ca/paymytuition.

Tuition fees for domestic students can be paid the following ways:

1. In person at the Financial Services Cash Office or Registrar's Office
2. Through your financial institution
3. Via MasterCard or Visa (on myHorizon)
4. Via government student loans (outstanding fees are paid directly to the college)

How you can help

There is a lot of help out there for students, but they shouldn't rely exclusively on awards, scholarships and bursaries to cover the bulk of their expenses. And, while student loans provide a limited living allowance, they may not cover all expenses. Encourage your student to budget, consider part-time employment and/or limit discretionary spending. If your student does utilize student loans, be sure to encourage them to manage their repayment. Our staff and web pages offer guidance around this, and the provincial and federal loan programs provide extensive resources.

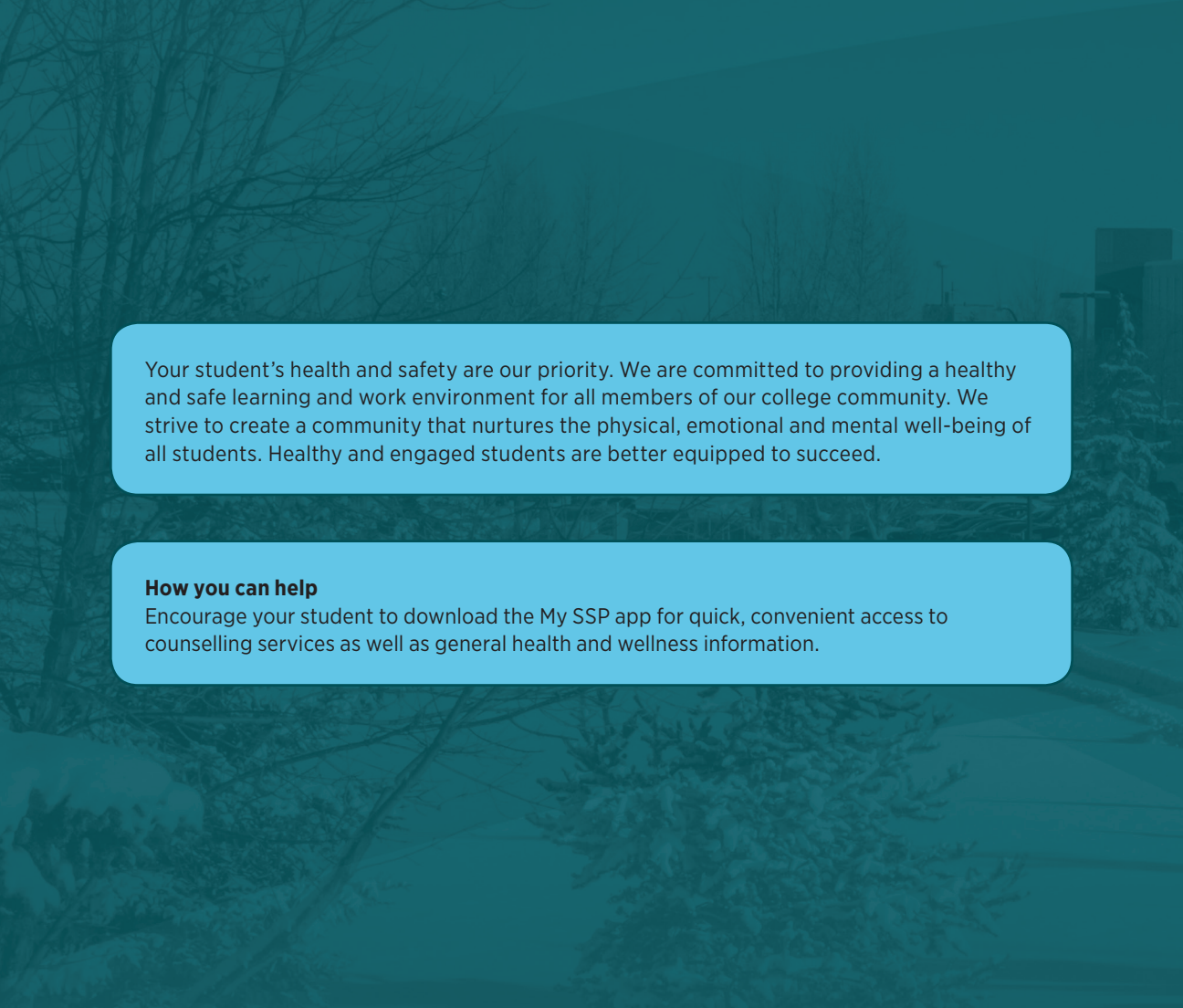
Government student loans

Student loans offered through the government provide several advantages. They are interest-free during the study period, and loan applicants are assessed for grant eligibility. Repayment terms are negotiable and repayment does not begin until six months after graduation. Even if you are paying tuition for your student, they should apply for financial aid because they may be eligible for free money through grants.

Lethbridge College students who are approved for student loans prior to tuition deadlines will have their tuition and fees requested directly from their loans. Borrowers should watch their college email for advice about this process. Students can apply for loans as early as June of each academic year but can apply at any time up to a month before the study period end date.

Awards

Lethbridge College offers a number of scholarships. Applications open March 1 annually. We also participate in provincial scholarship programs and manage those processes. With just one application, students can be considered for all of the awards and scholarships they qualify for at Lethbridge College.



Your student's health and safety are our priority. We are committed to providing a healthy and safe learning and work environment for all members of our college community. We strive to create a community that nurtures the physical, emotional and mental well-being of all students. Healthy and engaged students are better equipped to succeed.

How you can help

Encourage your student to download the My SSP app for quick, convenient access to counselling services as well as general health and wellness information.

Wellness Services

We provide services to the Lethbridge College community through a team of registered nurses, doctors, psychiatrists and counsellor. Our services are available to all students, as well as their families. We can also connect students to the most appropriate support services on campus and in the community. Our services include, but are not limited to:

- doctor clinics
- immunizations
- sexual health
- first aid

Shepell's Student Support Program (SSP) offers immediate, confidential assistance 24 hours a day, seven days a week, 365 days a year both online and over the phone (1-855-649-8641). A Shepell counsellor is also located on campus in Wellness Services (CE1380) Monday to Friday from 8 a.m. to 4 p.m.

Campus Security


Our contracted security officers are available day and night to respond to emergency calls or assist in security related matters. You can even ask them for directions. Friendly and professional, they are always here to help.

Safewalk

Safewalk is available to walk students to their destination on campus 24 hours a day, seven days a week. To request a Safewalk, call Security at 403-320-3206 or stop by their office located in Centre Core (CE1301).

Cyber security

Lethbridge College takes cyber security very seriously. We believe it is important to ensure that the college community has access to helpful and relevant information to help keep us all safer from the constant deluge of cyber security, personal privacy and financial threats. For tips, news items and cyber security information, encourage your student to visit lethbridgecollege.ca/cybersecurity.



Transitioning to the learning environment at college can be daunting. Students often find the expectations of college are much different from what they previously experienced, whether they're coming straight from high school or have been away from school for a length of time.

How you can help

There is a wide variety of supports available that you can recommend to your student. While it is important for your student to tackle some of the tough challenges on their own, having your support allows your student to share their success with those closest to them and to not feel alone during the hard moments.

Learning Café

Experts in the Learning Café offer a wide variety of academic supports such as:

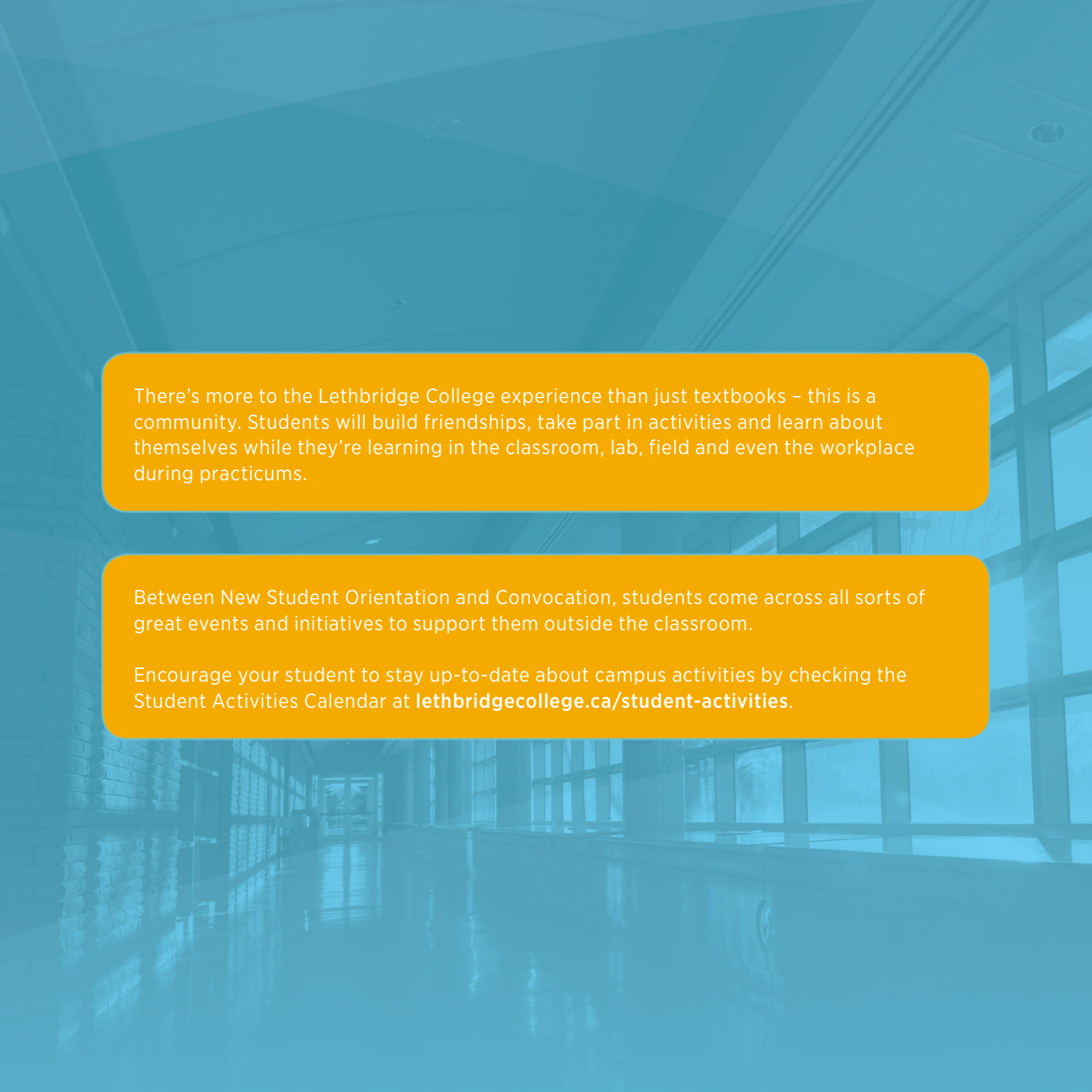
- academic skills support (ex: writing, research, APA documentation, math, science)
- student skills support (ex: effective study practices, managing test anxiety, note taking)
- workshops and support for group projects
- online learning resources
- online feedback for written assignments through the Writing Dropbox
- free peer tutoring

Career and Academic Advising

Advisors can assist students if they are feeling overwhelmed by coursework and want to discuss options. These could include withdrawing from a class, adjusting their schedule to better balance their workload, or gaining a deeper understanding of GPA (grade point average) and the impact it has on their academic standing and future studies. Academic advisors also provide career advising if your student begins to question their program choice.

Instructors / Faculty Liaison

For a student, approaching an instructor for help can sometimes be intimidating. Encourage your student to get to know their instructors so that they feel comfortable reaching out for help. Instructors have designated office hours; this is time outside of class when the instructor is available to meet with students and provide support. Help your student to prepare a list of questions to ask their instructor during office hours and urge them to seek support early. Leaving things to the last minute may not provide the instructor with enough time to work through all areas of concern.



There's more to the Lethbridge College experience than just textbooks – this is a community. Students will build friendships, take part in activities and learn about themselves while they're learning in the classroom, lab, field and even the workplace during practicums.

Between New Student Orientation and Convocation, students come across all sorts of great events and initiatives to support them outside the classroom.

Encourage your student to stay up-to-date about campus activities by checking the Student Activities Calendar at lethbridgecollege.ca/student-activities.

LCSA

The Lethbridge College Students' Association (LCSA) is the main political voice of students on campus. Beyond student advocacy, the LCSA also manages the students' lounge (The Cave) and provides services such as the Student Health and Dental Plan, student clubs, Campus Recreation, locker rentals, transit passes, Hurricanes hockey tickets, ski vouchers, volunteer opportunities, social events and more.

#WeAreAllKodiaks

This is Kodiaks Country and students are invited to watch regular season games for free! Attending games is a great way to meet people, have fun and show support for the Kodiaks.

Career Development

Your student can prepare for their future with assistance from Career Development. They help students envision, plan and execute the next chapter of their career stories.

Student Life

The Student Life staff works collaboratively with faculty and employees to raise the awareness of services available to support the successful transition to and through college life starting with New Student Orientation.

Recreation Services

Helping students stay active, healthy and engaged in campus life, Recreation Services provides access to affordable personal training, fitness and nutrition classes. Student gym memberships are available at a reduced rate.

Residence

If your student lives in Residence, the entire Residence Life team will strive to make their stay the best it can be. Playing a key role in this are the Residence Assistants (RAs): current students hired to assist with events and room inspections, who can answer any questions you have about residence, school and life.

Indigenous Services

Provides assistance to our Indigenous students – from prospective students to alumni – in achieving their career and personal goals. Through our Circle of Services, you can access:

- information on programs, admissions, registration and study skills
- assistance with Indigenous funding, awards and scholarships
- personal, cultural, academic and career advising
- social, educational, cultural and sporting events

International Services

Whether your student is coming to Lethbridge College for English as a second language training or for study in one of our academic programs, we can help get them to where they want to go. International Services also facilitates international experiences for students.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

STUDENT AFFAIRS – WE’RE HERE TO HELP!

Visit lethbridgecollege.ca/parents for additional information on the services listed below.

- Accessibility Services
- Accounting Services
- Bookstore
- Buchanan Library
- Career and Academic Advising
- Career Development
- Chaplaincy Services
- Computer Services Help Desk
- Daycare (Hands on Early Learning Centre)
- Digital Learning Support
- Financial Services
- Food Services and Tim Horton’s
- Indigenous Services and Niitsitapi Gathering Place Student Lounge
- International Services
- Kodiaks Athletics
- Learning Café
- Lethbridge College Students’ Association (mylcsa.com)
- Recreation Services: gym and weight room facilities
- Registration
- Residence
- Security Services
- Student Awards and Financial Aid
- Student Life
- Student Rights and Code of Conduct Policy
- Testing Services
- Wellness Services

BE READY.

