

LETHBRIDGE COLLEGE SERVICES FOR STUDENTS

QUICK REFERENCE GUIDE TO

SERVICES FOR STUDENTS



BE READY.

> TABLE OF CONTENTS

ACCESSIBILITY SERVICES	2
ATHLETICS	3
BOOKSTORE	4
CAREER AND ACADEMIC ADVISING	5
CAREER DEVELOPMENT	6
DIGITAL LEARNING SUPPORT	7
FINANCIAL AID	8
FINANCIAL SERVICES	9
INDIGENOUS SERVICES	10
INTERNATIONAL SERVICES	11
LCSA	12
LEARNING CAFÉ	13
NIITSITAPI'KSIMPSTAAN LIBRARY AND LEARNING COMMONS	14
RECREATION SERVICES	15
REGISTRATION AND RECORDS	16
RESIDENCE LIFE	17
TESTING SERVICES	18
WELLNESS SERVICES	19
ROLES OF PEOPLE WITHIN ACADEMIC CENTRES	20-21

THIS DOCUMENT CONTAINS INTERACTIVE NAVIGATION

- Click on the table of contents to navigate directly to the page of interest.
- Click page titles to access the department webpage.
- Click email addresses to contact the department.

To ensure optimal performance, please download this pdf to your device and open in Adobe Acrobat Reader.

> ACCESSIBILITY SERVICES

We provide flexible, innovative and collaborative learning support to students with disabilities. We work with diverse learners in a culture of universal teaching and learning.

DID YOU KNOW?

- Accessibility Services supports students with any type of disability, including developmental/learning disabilities, temporary or long-term physical disabilities and everything in between.
- You must provide up-to-date documentation of your disability to access exam/in-class accommodations.
- Accessibility Services can help you apply for assessment or other disability-related funding.

CONTACT ACCESSIBILITY SERVICES IF:

- You suspect you have a learning disability (based on difficulty concentrating in class, exam anxiety, difficulty processing information or other symptoms).
- You have a documented disability and would like to see an academic strategist or arrange exam accommodations.
- You do not have a documented disability, but you received accommodations in high school and would like them again.

HOW TO CONNECT

- In person, phone, email, live chat and video chat.

CONTACT

✉ accessibilityservices@lethbridgecollege.ca

☎ 403-320-3202 ext. 5400

🖱 lethbridgecollege.ca/accessibility

📍 CE1340 Niitsitapi'ksimpstaan Learning Commons

> ATHLETICS

Dedicated to the Kodiaks three pillars: academic accountability, athletics excellence and the student-athlete experience.

DID YOU KNOW?

- The Kodiaks have won 111 ACAC championships and 22 national championships!
- Kodiaks games are free for students when you show your student ID at the gate.
- Athletics offers students part-time employment opportunities working as Game Day staff.

CONTACT THE ATHLETICS DEPARTMENT IF:

- You are interested in becoming a Kodiaks athlete.
 - You are looking for a part-time job.
-

HOW TO CONNECT

- Phone and email. In-person meetings by appointment only.

CONTACT

✉ kodiaksathletics@lethbridgecollege.ca

☎ 403-382-6900

🖱 gokodiaks.ca

LETHBRIDGE COLLEGE
KODIAKS



> BOOKSTORE

Offering everything including parking passes, course materials, supplies, snacks and Lethbridge College gear.

DID YOU KNOW?

- You can buy new or used textbooks, find Lethbridge College gear and purchase gifts.
- The bookstore is also the place to buy your parking pass, gym membership, Lethbridge College and Kodiaks gear, and all sorts of other great items.
- There are more than just books at the bookstore – many of the supplies and gear for your program can be purchased there, including scrubs, stethoscopes and waterproof notebooks.

CONTACT THE BOOKSTORE IF:

- You're not sure what books you need for your class.
- You want to purchase some awesome Lethbridge College or Kodiaks gear.
- You want to sell back textbooks you used last semester for extra cash.
- You need access codes to books or materials for your classes.

HOW TO CONNECT

- In person, phone, email and website.

CONTACT

✉ bookstore.weborders@lethbridgecollege.ca

☎ 403-320-3278

🖱 lethbridgecollegebookstore.ca

📍 PA1110

> CAREER AND ACADEMIC ADVISING

Our friendly and knowledgeable advisors are ready to help you answer any questions you have about your academic plan.

DID YOU KNOW?

- Advisors are experts in college policies and procedures and specialize in solving complex and unusual student academic issues.
- An advisor will always give you their business card if they refer you to your program chair or associate dean for further assistance.
- Several of our advisors are certified to administer and interpret the Strong Interest Inventory. An advisor might use this tool to work with you if you're unsure of your career options.

CONTACT CAREER AND ACADEMIC ADVISING IF:

- You're feeling overwhelmed by coursework and want to talk about options.
 - You're failing a class and want to know your options and how this might impact your future studies.
 - You want to create an academic plan to spread your program out over a longer period of time.
 - You have a concern and need help understanding college policies.
 - You are thinking about taking a break from your studies and want to know how that will impact you when you return at a later date.
-

HOW TO CONNECT

- In person, phone, email and video chat.

CONTACT

✉ advisor@lethbridgecollege.ca

☎ 403-320-3366

🖱 lethbridgecollege.ca/academicadvising

📍 PA1130

Since advisors also need to have knowledge about all the other supports in this guide, they are a great resource to consult with if you have multiple issues to discuss or you aren't sure where to go for help.

> CAREER DEVELOPMENT

Career development is about more than just getting and maintaining a job; it's a holistic approach to managing work, education and life. We're ready to support you through your career exploration, education and advancement.

DID YOU KNOW?

- Our Career Development experts stay on top of labour market information, employment trends and skills of the future.
- Career Development is here to help you understand and articulate the skills you're developing in and out of the classroom.
- Career Development helps connect students with employers for networking and job opportunities.
- Lethbridge College has developed Student Core Competencies (SCC), often referred to as soft skills or employability skills. The SCC are skills all students develop to varying levels during their time at Lethbridge College, and provide a common language for students to articulate their skills to employers.
- The Student Core Competencies are:
 - innovation
 - global citizenship
 - teamwork and collaboration
 - communication
 - problem solving
 - critical thinking
 - career and personal development

VISIT THE CAREER DEVELOPMENT WEBSITE IF:

- You are looking for career and employment related resources, such as résumé templates and interview questions.
- You want information on upcoming events, such as employment or volunteer fairs.

HOW TO CONNECT

- Email.

CONTACT

✉ careers@lethbridgecollege.ca

🖱 lethbridgecollege.ca/career-development

> DIGITAL LEARNING SUPPORT

We assist students, faculty and staff with technologies for teaching and learning. We are the primary support for Canvas and other educational technology at the college.

DID YOU KNOW?

- One-on-one appointments and workshops are offered.
- Most issues can be solved over the phone.
- If required, your call will be passed onto the ITS Help Desk.
- Digital Learning Support can help you with the following:
 - Canvas and related integrations such as Turnitin
 - Respondus Lockdown Browser and Monitor
 - LinkedIn Learning
 - Canvas Studio for video recording and web conferencing
 - Zoom
 - Microsoft Teams
 - VR, AR and mixed reality
 - 3D printing and scanning
 - assistive and educational technology
 - basic computer assistance such as email, files and accessing the internet
 - Makerspace technology

CONTACT DIGITAL LEARNING SUPPORT IF:

- You don't know how to use Canvas or access your college email.
- You want to create a video submission for a class.
- You need help with Zoom or other educational technology.
- You are doing group work and need guidance on using technology to collaborate.
- You have questions about how to create documents, presentations or videos.
- You want to use the Makerspace for projects.
- You want to have something 3D printed.
- You want to try out new technologies for learning and class activities.

HOW TO CONNECT

- Phone, email, Microsoft Teams, Canvas and in person.

CONTACT

✉ digital.learning@lethbridgecollege.ca

☎ 403-320-3202 ext. 5522

📍 CE1340 Niitsitapi'ksimpstaan Buchanan Library

> FINANCIAL AID

We assist you to locate and understand the financial resources that will support your educational journey.

DID YOU KNOW?

- There are many ways to fund education, such as student loans, awards and scholarships, grants, veteran's education and training benefit, and loyalty points.
- More than \$1 million in student awards are available to Lethbridge College students every year.
- Students have options when it's time to repay their loans and there is help for borrowers who are struggling.

CONTACT FINANCIAL AID IF:

- You are struggling with finances.
- You have questions about how to budget your money.
- You would like more information about awards and scholarships.
- You find yourself in desperate, immediate financial need; you may be able to access an emergency loan.
- You need support with government student loans.

HOW TO CONNECT

- In person, phone, email and live chat.

CONTACT

✉ awards@lethbridgecollege.ca

☎ 403-320-3372

🖱 lethbridgecollege.ca/awards

📍 PA1130

The LCSA also has a student food bank. If you find you do not have enough money to cover necessities, you can contact both LCSA and Financial Aid for support.

> FINANCIAL SERVICES

We are responsible for managing the college's financial accounting affairs through services to students, staff and external customers. This is the primary place to pay your tuition and residence fees.

DID YOU KNOW?

- You can contact Accounts Receivable (located in Financial Services) to get information on tuition, residence billing, sponsorship, refunds, tax forms and much more.
- You have several payment method options, including online banking.
- Lethbridge College gift cards can be used at Financial Services, Registration, the Bookstore, the gym and the Food Court.

CONTACT FINANCIAL SERVICES IF:

- You have questions about and/or need to pay your tuition and fees.
- You have questions about your sponsorship or external funding agency or have an inquiry about your student loan.
- You have questions about outstanding refunds.
- You have questions about or are having trouble accessing your T2202A tuition tax form or the T4A tax form.

HOW TO CONNECT

- Phone, email, website and in person.

CONTACT

- ✉ payfees@lethbridgecollege.ca
- ✉ sponsorship@lethbridgecollege.ca
- ☎ 403-382-6901
- 🖱 lethbridgecollege.ca/paymytuition
- 📍 CE2310 (2nd floor of Centre Core)

> INDIGENOUS SERVICES

We offer a Circle of Services to assist our First Nations, Métis and Inuit students – from prospective students to alumni – in achieving their career and personal goals.

DID YOU KNOW?

- Lethbridge College is located on the traditional territory of the Siksikaitsitapi (Blackfoot people).
- The Blackfoot name for Lethbridge College is Ohkotoki'aahkoiiiniimaan (Stone Pipe).

CONTACT INDIGENOUS SERVICES IF:

- You wish to connect with Elders, spiritual advisors, leaders and role models through the Indigenous Cultural Support Program.
- You require assistance with Indigenous funding, awards or scholarships.
- You are seeking personal, cultural, social or educational supports.

HOW TO CONNECT

- In person, phone, email and video chat.

CONTACT

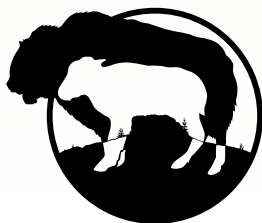
✉ indigenous@lethbridgecollege.ca

☎ 403-320-3200 ext. 5540

🖱 lethbridgecollege.ca/indigenous

📍 AN1501 Niitsitapi Gathering Place

Career and Academic Advising has an Indigenous-focused advisor. You are welcome to speak with this staff member upon request but may also choose to connect with any of the staff in this area.



> INTERNATIONAL SERVICES

Our primary role is to support international students through non-academic support and, if needed, we can refer you to the appropriate support area. We also facilitate study abroad opportunities for all Lethbridge College students and employees.

DID YOU KNOW?

- There is an International Student Support Coordinator who can assist you with questions and concerns you may have.
- There is an International Student Network community group on Canvas for announcements and resources for international students. Contact us if you are not already a part of the network.
- International Services hosts social events and information sessions specifically for international students.
- In AN1719, there is an International Student Lounge and Multi-Faith Rooms.
- We have four partner schools for study abroad in Finland, France and Korea.
- You can find answers to your study permit or immigration questions by checking the Immigration, Refugees and Citizenship Canada (IRCC) website.

CONTACT INTERNATIONAL SERVICES IF:

- You are a current student who is interested in study abroad opportunities.
- You have questions about study permits, work permits or immigration. One of our certified immigration advisors will follow up with you. No other college employee or student should give you **ANY** advice on immigration issues; you must arrange a meeting with a certified immigration advisor.
- You need support on college or community resources.

HOW TO CONNECT

- Email and live chat.

CONTACT

✉ international@lethbridgecollege.ca
 🖱 lethbridgecollege.ca/international
 📍 TE1222

If you have questions about program planning, class schedules or changing programs, you will need to meet with an academic advisor. You do not have to wait to speak with an international-focus academic advisor unless your questions are about study permits or immigration issues.

> LETHBRIDGE COLLEGE STUDENTS' ASSOCIATION

The LCSA helps you get active, get involved, be heard and engage positively with your college community.

DID YOU KNOW?

- LCSA operates an on-campus food bank that you can access if you have food needs.
- Full-time students are automatically added to the Health and Dental plan, but you may opt-out before the deadline if you have other coverage.
- You can get involved in campus life by joining a student club, attending LCSA-hosted student events or joining a variety of LCSA recreational activities.
- LCSA supports students with academic and non-academic misconduct appeals.

CONTACT LCSA IF:

- You are feeling isolated and want to meet new people.
- You would like to become involved in student government.
- You want to join or start a student club.
- You don't have enough money for food and want to access the food bank.

HOW TO CONNECT

- In person, phone, email and video chat.

CONTACT

✉ lcsa@lethbridgecollege.ca

☎ 403-320-3373

🖱 mylcsa.com

📍 CE1350



> LEARNING CAFÉ

We help students prepare, advance and excel. Our team of academic strategists and peer tutors provides a variety of academic services from workshops and presentations to one-on-one appointments.

DID YOU KNOW?

- You can access academic skills support for writing (including APA style), math, science and more.
- Free peer tutoring is available for individuals and groups.
- You can book appointments or join workshops on topics such as effective study practices, time management, conquering procrastination, academic writing, APA Style, test taking, online learning and more.
- The Learning Café provides workshops and support to help with class group projects or forming effective study groups.
- You have access to the eLearning Café, which has resources for e-learning and technology, writing and research, math and science, and study skills.
- You can receive feedback for written assignments through our Writing Dropbox or in person by appointment.

CONTACT THE LEARNING CAFÉ IF:

- You are struggling with an academic skill, or need extra support to succeed in a course.
- You want to be a better learner, writer and scholar.
- You want to access peer tutoring or become a peer tutor.

HOW TO CONNECT

- In person, phone, email, live chat and video chat.

CONTACT

✉ learningcafe@lethbridgecollege.ca

☎ 403-382-6952

🖱 lethbridgecollege.ca/learningcafe

📍 CE1340 Niitsitapi'ksimpstaan Learning Commons

> NIITSITAPI'KSIMPSTAAN - BUCHANAN LIBRARY AND LEARNING COMMONS

Here you'll find space designed for study, group work and individual work. You'll also be able to find a wealth of scholarly resources, useful technology and helpful services to assist you as you complete your student journey.

DID YOU KNOW?

- Employees, both at the library front desk and as part of the embedded supports, provide research assistance on how to find, evaluate and use information resources.
- You can access millions of articles, hundreds of thousands of ebooks and tens of thousands of videos through the library website.
- The library has a large collection of physical books, technology (including laptops and phone chargers) and specialized items like anatomical study aides that can be used in the library.
- You can borrow selected textbooks through our course reserves.
- The new Makerspace is a sandbox for new technology, including 3D printing, embroidery, laser engraving, virtual reality and more.
- The library front desk can help connect you with other services like the Digital Learning Team or the Learning Café.

CONTACT THE LIBRARY IF:

- You need help with any aspect of research, including finding and accessing resources, evaluating information and referencing your work.
- You want a space to focus, a space to study (individually or as a group) or simply a place to unwind between classes.
- You are having trouble with your passwords or printing.
- You need help accessing college WiFi on your devices.

HOW TO CONNECT

- In person, phone, email, live chat and video chat.

CONTACT

✉ buchanan.library@lethbridgecollege.ca

✉ library.infodesk@lethbridgecollege.ca

☎ 403-320-3352

📍 lethbridgecollege.ca/library

📍 CE1340

> RECREATION SERVICES

The spot for all your fitness needs.

Visit our online portal lcfitness.ca for information about memberships, personal training, to book courts, and more.

DID YOU KNOW?

- Student employment opportunities are available, such as equipment room or fitness centre staff.
- The Val Matteotti gymnasium is comprised of three full-size gymnasiums and seats up to 2,000 people.
- Our facility boasts a fitness centre, two international squash courts, two interchangeable racquetball/squash courts, a fitness-testing centre, dance studio and steam rooms.

CONTACT RECREATION SERVICES IF:

- You have personal health or fitness goals or are working toward physical fitness standards for employment.

HOW TO CONNECT

- In person, phone and email.

CONTACT

✉ recreationsservices@lethbridgecollege.ca

☎ 403-382-6903

🖱 lethbridgecollege.ca/rec-services

🖱 lcfitness.ca

📍 PE Building (main floor)

> REGISTRATION AND RECORDS

The administrative hub for academic services, Registration and Records can assist you with information on credit courses, program applications, student schedules and transcripts.

DID YOU KNOW?

- Registration employees are responsible for building student schedules and registering most students in their classes.
- Registration and Records employees are the first point of contact for questions and have a wealth of knowledge about all things Lethbridge College.
- Each spring, summer and winter, Records is responsible for checking, processing and mailing out thousands of parchments to recent graduates.

CONTACT REGISTRATION AND RECORDS TO:

- change your legal name – it's important to keep your file up-to-date
- get your **student ID card**
- add, drop or withdraw from courses or process a program withdrawal
- submit a paper application or change of program application
- get a confirmation of enrolment
- pay tuition, fees and residence fees
- obtain a confirmation of graduation letter
- get information about convocation and applying to graduate
- inquire about withdrawal with cause forms
- ask about getting a transcript
- request a parchment replacement

HOW TO CONNECT

- In person, phone and email.

CONTACT

- ✉ registration@lethbridgecollege.ca
- ✉ records@lethbridgecollege.ca
- ☎ 403-320-3323
- 📍 lethbridgecollege.ca/**registrars-office**
- 📍 PA1130

> RESIDENCE LIFE

It's your neighbourhood! Residence Life supports students living in Cullen Residence, 30th Avenue Residence and Kodiak House.

DID YOU KNOW?

- Each residence area provides coin-operated laundry facilities, mailboxes, big-screen TVs and more!
- Residence becomes Lethbridge's largest hotel May 5 to Aug. 15.

CONTACT RESIDENCE LIFE IF:

- You are having trouble related to residence life, such as being locked out or issues with roommates/neighbours.
- You are withdrawing from classes – you cannot live in residence if you are not a student.
- You are not a current on-campus resident and are looking for a place to live.
- You need a short-term stay during the on-campus portion of your studies.

HOW TO CONNECT

- Phone, email and video chat.
- In person by appointment only.

CONTACT

✉ residence@lethbridgecollege.ca

☎ 403-329-7218

☎ 403-360-9703 (Resident Assistant)

🖱 lethbridgecollege.ca/residence

📍 RC1012 Cullen Residence Activity Centre

> TESTING SERVICES

We provide exam supervision and test administration according to the individual needs of our students, helping you meet your academic goals.

DID YOU KNOW?

- You are not allowed to bring cell phones, watches or other electronics, jackets, hats or scarves into the exam rooms.
- Both Testing Services locations feature video surveillance, remote monitoring of computer screens and dedicated invigilators. These features are extremely useful for detecting and reporting cases of academic dishonesty.
- Testing Services provides accommodated testing for students with disabilities, such as extra time.
- Testing Services offers a variety of exams for people from the community, including students from other post-secondary institutions (PSI) and people seeking professional certifications.

CONTACT TESTING SERVICES IF:

- You want to book an appointment for a full-class testing service, make-up exam, online exam, accommodated exam or the ACCUPLACER assessment.
- You need to do external exams like GED testing, certification exams and other PSI exams.

HOW TO CONNECT

- Phone, email and video chat.
- In person by appointment only.

CONTACT

✉ testing.services@lethbridgecollege.ca

☎ 403-320-3368

🖱 lethbridgecollege.ca/testing

📍 Main Office, AN1602
make-up exams and online learning exams

📍 Satellite Lab, TE1233
full-class testing and accommodated exams

> WELLNESS SERVICES

We provide services to our community through a team of registered nurses, doctors, counsellors and psychiatrists as well as health promotions.

DID YOU KNOW?

- Medical clinics are available for students, staff and their families.
- A psychiatrist is available by referral to address mental health concerns.
- Counselling services are available in person and virtually.
- An emergency triage nurse is available during the day and can come to any college location to respond to physical or mental health crises.
- A Student Support Specialist is available to work with students who are experiencing difficulties related to physical and mental health concerns through assessment and follow-through.
- Wellness Services coordinates training that is open to all students regardless of your program. Training includes First Responder to Sexual Assault, Mental Health First Aid, The Inquiring Mind, Harm Reduction and Naloxone Take Home Kits, LGBTQ+ Awareness and more.

CONTACT WELLNESS SERVICES IF:

- You are ill and don't have a family doctor in town.
- Your physical or mental health is impacting your ability to do well in school.
- You would like to participate in training to increase your knowledge or add to your resumé for future work opportunities, or are looking for ways to connect and make a difference.
- You want to make an appointment with a mental health professional (psychiatrist or counsellor).

HOW TO CONNECT

- Phone, email and video chat. In person by appointment only (except for emergencies and first aid).

CONTACT

- ✉ wellness.services@lethbridgecollege.ca
- ✉ support.specialist@lethbridgecollege.ca
- ✉ counselling@lethbridgecollege.ca
- ☎ 403-320-3289
- 🖱 lethbridgecollege.ca/wellness
- 📍 CE1380

> ROLES OF PEOPLE WITHIN YOUR CENTRE WHO ARE AVAILABLE TO HELP YOU

DEAN

- oversees overall quality of academic programs
 - reviews grade appeal applications
 - investigates serious non-academic misconduct in collaboration with Conduct Officer/Manager of Residence and Student Conduct
-

ASSOCIATE DEAN

- schedules and assigns instructors to courses
 - supervises instructors and program assistants
 - provides students with guidance and feedback in collaboration with instructors on possible academic misconduct/classroom management issues
 - reviews student concerns regarding individual assignment grades, challenges experienced within courses (after you have spoken with your instructor)
-

CHAIR

- provides guidance about transfer credits and prior learning assessment process
- assists in planning out special timetables (ex. completing program on part-time basis)
- provides guidance when you have a concern about an assignment grade or course (after you have spoken with your instructor)
- links you to college resources to assist with your success in your program, career, health and wellbeing
- helps you determine if your program is right for you
- offers career path guidance
- organizes special events for students such as simulations, guest panels and volunteer opportunities.

FACULTY LIAISON

- provides strategies for your success in your program and at the college
 - links you to college resources to assist with your success in your program, career, health and wellbeing
 - helps you determine if your program is right for you
 - offers career path guidance
-

INSTRUCTOR

Contact your instructor if:

- you have questions about course content, assignments, upcoming test/exam, broken links on course website
 - you think an assignment grade is unfair
 - group members within a group assignment are not able to come to an agreement
 - you want advice on how to improve grades on assignments/tests in their course(s)
 - you need to miss class or need an extension due to illness/family responsibilities/religious holidays, etc.
-

PROGRAM ASSISTANT

- accepts special registration request forms
- provides general information on who can help you with various requests
- sends out key information to students via Lethbridge College email
- posts job leads and information on opportunities for students via social media



WHAT HAPPENS NEXT MATTERS MOST.

403.320.3202

3000 College Drive S. Lethbridge, AB T1K 1L6

lethbridgecollege.ca

BE READY.

