

INTRODUCTION AND INSTRUCTIONS



YOUR GUIDE TO SUCCESS

A reference guide for students at Cégep à distance

This guide presents the rules and procedures that govern your studies at Cégep à distance and provides useful information on how to manage your interactions with us.

Latest version available only online at cegepadistance.ca/introduction

Important!

If you find any discrepancies between the information contained within your course material and this guide, please note that this document takes precedence over any other.

Useful information

Web-based tools will be mentioned throughout this guide. Learn to tell them apart for easier reference.

a) The Cégep à distance public website :

General information pertaining to the Cégep à distance lies at www.cegepadistance.ca/en

b) The Campus:

Private website accessible only to admitted or registered students. You must know your permanent code (user code) and your PIN to access it. This is where you interact with the Cégep à distance administration to register for your classes, update your personal information, register for an exam, request an extension, contact your tutor and much more.

c) The online learning environment :

In this section of the Campus, you will find the digital resources for your classes. You can also download and upload the web-based assignments. Access to the online learning environment through the Campus from the "Access my course" button in the "My Courses" section of the homepage.

Evaluation of literacy

Command of language is essential to successful college studies. Our institution is submitted to the Collège de Rosemont's Institutional Policy on the Evaluation of a Student Achievement (*Politique institutionnelle d'évaluation des apprentissages* or *PIEA*). This policy concerns every class. Make sure to hand in assignments and exams that respect the rules of English language. Neglecting this aspect could induce grade penalties that range from 10 % to 30 %, depending on the course..

Development and writing The team at Cégep à distance

Françoise Labelle

Original translation Yvonne Klein

Editing and proofreading Wendi Petersen (1st edition)

Ryan W. Moon, Cégep à distance (Subsequent versions)

Desktop publishing ÉditiQue SM (1st edition)

Coordination of the original document Denise Brodeur

Élise Desgranges Sabine Iodio

Project coordination Nelson Afonso, Cégep à distance (1st translation)

The translation of this document was funded by Québec's *ministère de l'Éducation et de l'Enseignement supérieur*, through contributions from the Canada-Québec Agreement on Minority-Language Education and Second-Language Instruction.

Cégep à distance gratefully acknowledges this assistance.

© Cégep à distance, October 2nd, 2019 (rev VBA20191002)

All reproduction and adaptation rights reserved in all countries. No part of the document protected by this copyright may be reproduced or transmitted in any form or by any means, electronic or mechanical, including micro-reproduction, photocopy, recording, or any information storage or retrieval system, without prior written permission from a duly-authorized representative of Cégep à distance.

Welcome

Well, here we are! You've decided to enrol in a distance education course and the time has come to begin...

First of all, we would like to welcome you home...to your own home! You have the great privilege of taking a course in the comfort of your own home, in your favourite room, perhaps while listening to some soft music, wearing your slippers, with a flower on your desk and a cup of coffee close by...

These are just some of the marvellous advantages of distance education. You can study comfortably at home, at your own pace, and at a time that suits your schedule.

Distance education gives you lots of room to manoeuvre as to how you complete your education, as well as the opportunity to develop your independence and organizational skills.

You will receive a **college education recognized** by Quebec's *ministère de l'Éducation et de l'Enseignement supérieur* that is in all respects equivalent to that offered by all Quebec CEGEPs.

But will you really be all on your own? Of course not! Cégep à distance has an entire team devoted to supporting your educational progress: Tutors, Academic information technicians, Academic Advisors, and the Registrar's staff.

There's an entire support system here to help you!

This guide will show you how to get in touch with these resources, but more importantly, it will show you how to successfully plan your studies.

Ready to go? Good luck!

A number of different icons are used to help you find your way through the text more easily.

Icon	Meaning
+	Additional information on the subject
5	There is more information in an earlier section of the guide.
5	There is more information in a later section of the guide.
	Pay special attention to the information that follows.
	These addresses or contact numbers are in the Address Book at the end of this guide.

Table of contents

Welcome	
Legend 5	
I. TAKING A COURSE10	
A. Checking my course materials. 1. That's some boxWhat about the course? 2. Do I have everything I need? 3. What if something is missing?	10
B. Taking the course 1. Read the Study Guide 2. Draft a schedule 3. Now let's get to work	
C. Watching my study schedule 1. How much time do I have to complete my assignments? 2. When do I have to take my final evaluation – exam(s)? 3. How long does it usually take to complete a course?	17
D. Submitting my assignments 1. By mail 2. Through the online learning environment 3. By phone	20
E. Completing my final evaluation – exam(s) 1. How do I register?	
F. Dealing with the unexpected. 1. Dropping a course	29 30
G. Coping with failure 1. Taking a supplemental exam 2. Grade review	36
H. Registering again at Cégep à distance 1. Registering for another course 2. Registering for a second time to a course	37
II. HOW TO SUCCEED IN DISTANCE EDUCATION40	
A. Managing my time	40
B. My physical and mental well-being 1. Space 2. Physical fitness 3. Mental fitness	41
C. By yourself, but not alone	44

The Cégep à distance staff Your tutor	44
D. Supplemental learning resources	
2. I'm a little rusty	
E. Summing up	
III. THE TEAM	
A. My tutor	52
1. Your tutor	
2. The tutor's role	
3. Getting in touch with your tutor	53
4. Assignments	
5. Final evaluation – exam(s) preparation	56
B. The Academic information technician	58
1. Information from the technician	58
2. Support from the technician	58
C. The Academic Advisor	
1. Information from the Advisor	
2. Support from the Advisor	61
D. Tutoring Services	62
1. Support from Tutoring Services	62
2. Everything's going great	62
E. Registrar's Office	64
F. Examinations Office	65
G. Administrative Affairs Office	66
H. Financial Aid Office	67
IV. PRINCIPLES, POLICIES	
A. Cégep à distance's values	70
1. Transparency	70
2. Fairness and stringency	
3. Confidentiality	
4. Freedom of expression	
5. The learning context	
B. Literacy	
C. Plagiarism, falsification, cheating and fraud	
1. Definitions	
2. Verification	
3. Penalties	
D. I want to lodge a complaint	
Procedure for lodging a complaint	75
E. Final evaluation	76
1. Deadlines	
2. Passing grade	
3. Attendance requirement for the final evaluation – exam(s)	76

4. Absence from a final exam	
5. Deferring your invigilated examination to a later date	
6. Failure	78
F. Requirements for a passing grade	79
G. Supplemental examinations	80
1. Conditions	80
2. Procedures	81
H. Grade reviews	82
1. For an assignment	
2. For final examinations, supplemental exams or the overall course mark	83
I. Grade reports	86
1. The class average	
2. The "R" score (Cote "R")	
3. Authorization to study from another CEGEP(commandite)	87
J. Fees	
1. How much are the fees?	
2. Refunds (course withdrawal)	
Official receipts Other fees	
K. Tuition-free studies	
1. Eligibility for tuition-free studies	
2. How can I apply for tuition-free status?	
L. Loans and bursaries (financial aid)	94
1. Eligibility for financial aid	94
2. Applying for financial aid	94
M. Equivalencies and substitutions	95
1. Getting credit for an equivalent or substitute	
2. How and when to apply	95
N. Change of address	96
O. Leaving the country	97
VTHOSE DEADLINES99	
A. Deadlines for students	99
1. Registration and course materials	
2. Assignments	100
3. Final evaluation – exam(s)	100
4. Supplemental examinations	101
B. Deadlines for tutors	102
C. Cégep à distance deadlines	103
A Few Final Words104	
Help	
Glossary	
My address book	
Useful numbers	126



I. TAKING A DISTANCE EDUCATION COURSE

Checking my course materials
 Taking the course
 Watching my study schedule
 Submitting my assignments
 Completing the final evaluation(s)
 Dealing with the unexpected
 Coping with failure
 Registering for another Cégep à distance course

I. TAKING A... COURSE

A. Checking my course materials

1. That's some box...What about the course...?

You've just received the box of materials for your new course (or courses) and it seems like there's an awful lot in there.

You've just logged on to your course on the Internet for the first time and you're wondering how to proceed.

Before you start to feel overwhelmed and to wonder how you're going to manage to read all this stuff, think back for a minute to what happened when you took a course in a traditional classroom. At the beginning of the semester, you had the course outline, a notebook, and a textbook. Not a lot, really. Now think about the pile of paper you had collected by the end of the term – several notebooks, your assignments, readings, your corrected work, and a supplementary text. Your backpack was a lot heavier by the end of the semester, wasn't it?

Your course material shipment contains all the course materials and access codes that you are going to need for the entire course.

In addition to this material, you also have access to the online learning environment, which is available at www.cegepadistance.ca/en, where you will find course documentation for Internet-based courses and a link to contact your tutor or other students enrolled in the same course. Don't worry – we'll help guide you along the way.

2. Do I have everything I need?

a) The shipment checklist

Make sure that the **course numbers** on your course materials and assignments are the same as those that appear on the checklist.

Also ensure that you have all the items listed on the checklist.

Log on right away to the Campus to ensure that your course(s) appear under "My courses".

Students no longer receive an Individual Grade Report (*Rapport individual de correction or RIC*). The document has been replaced by a series of labels included with the course materials.



Please note that references to the IGRs/RICs have not all been suppressed in the course materials. Therefore, please ignore any mention of them.

b) Are you taking more than one course?

If you are taking more than one course, we advise you to keep the material for each course separate.

3. What if something is missing?



If you realize that there is an error, or that you do not have everything on the checklist, it is very important that you inform us by phone or e-mail within 30 days of the date that appears on your welcome letter. After 30 days, you will be billed for the course materials and the shipping costs.

Get in touch with the Registrar's Office as quickly as possible to avoid any delay in starting your course.



You will find their contact details in the address book at the end of this guide.

NOTES	

B. Taking the course

1. Read the Study Guide

Glad to see you are in a hurry to get started! Or maybe you're still hesitating....

The best way to get started is to read the Study Guide carefully.

The Study Guide suggests ways to organize your approach to the course. It is also a useful source of information about how the course is structured.

So don't skip this part!
Step one: Read the Study Guide!

NOTES	
	d

2. Draft a schedule

The best way to succeed is to effectively manage your time. If you do, you will be able to:

- Create a realistic study schedule, thereby increasing your level of comfort and balancing your studies with leisure time and other demands;
- Meet your deadlines comfortably;
- Complete each phase of the course on time. You won't have to rush.

Step Two: respect your schedule.



You will find a sample schedule at the end of this booklet.

- Figure out ahead of time what days and times you'll work on your course;
- Get to work right away the enthusiasm you now feel will give you a terrific boost;
- Set up a detailed schedule for submitting your assignments. Sending an assignment to your tutor every two or three weeks will help you maintain your pace in the course and motivate you to continue;
- Calculate the number of hours you need to devote to the course each week and the total amount of time you need to complete it to make sure you have given yourself enough time to complete the assignment within the six-month time limit;
- If you are taking more than one course, plan the amount of time that you will need to work on each course every
 week. Working on all of them simultaneously, rather than trying to do one after the other, will help you meet all
 of your deadlines; and
- Plan extra time into your schedule for the unexpected.

3. Now let's get to work

Here are some tips before you begin...

- Always have some paper on hand to take notes;
- Use a highlighter to mark important passages. If you are working on the Internet, print out screen captures and make notes on the printouts, or use a word-processing program to make a set of notes for yourself;
- Write down any points you don't quite understand. Speak to your tutor about anything you can't figure out on your own;
- Don't be afraid to use your dictionary;
- Writing brief notes in the margin of your course text or workbook will help you consolidate your comprehension of the text; if you can summarize the content in your own words, you know that you have understood it.

Step Three: Follow the proposed approach for my course.

a) The Cégep à distance website



You now have access, as do your tutors, to certain functions for both Internet-based and paper-based courses through Cégep à distance's website.



You can now contact your tutor via Internet, regardless of the type of course you're taking.

To have access to the functionality of Cégep à distance's Campus, visit our website at www.cegepadistance.ca/en, then type your access codes (your permanent code and password) in the provided fields.

You will find the access codes on the welcome letter you received with your course material.

You must make sure your computer meets the minimum system requirements. For help with this, consult the Help section on the course website. You will find the pertinent information you require for the course in the Frequently Asked Questions section. If you continue to experience difficulties, contact the Cégep à distance help desk, at extension 4975.

b) Reading

Take time to examine your course text or workbook carefully – look over the Table of Contents and pay attention to any clarifications or warnings that appear in the introduction.

If you are enrolled in an Internet-based course, look at the different links that are available once you are logged in to the course's website. After taking a glimpse, follow the recommended approach for each lesson.

Read the same lesson more than once; you will find that two or three consecutive readings will help you to understand and assimilate the content.

c) Learning activities

The activities are an opportunity for you to immediately get involved in the work at hand.

They are often relatively short exercises that reinforce the lesson you have just completed or to prepare you for the one you are about to begin.

d) Self-evaluation exercises

Self-evaluation exercises are distributed throughout the course so that you can verify your level of comprehension of the subject matter. These are intended as educational aids and do not count toward your overall course mark.



Before tackling these exercises, make sure you have carefully read the related subject matter... and don't look at the solutions until you have answered all the questions!

Answer the questions in your own words. That way, you will be sure that you understand the subject matter.



Take the self-evaluation exercises seriously - they will help you to improve the quality of your assignments later on.

e) Assignments

The combination of assignments and the final evaluation – exam(s) make up your summative evaluation. In other words, the assignments are marked and they count toward your final grade.

Instructions for submitting assignments:

- For printed courses; your assignments must be handwritten in black ink;
- Your tutor may refuse to correct an assignment if it is sloppily presented, is difficult to read, or leaves something to be desired;
- Submit your assignments in the correct order;
- Your tutor may return assignments without grading them if they are incomplete, submitted out of order or fail to meet basic collegial quality standards.

Note – You must complete all assignments before you are allowed to complete the final evaluation – exam(s).

To significantly increase your likelihood of success, we suggest you submit your first assignment within eight weeks of the registration date that appears on your welcome letter.

You are not permitted to submit more than one assignment at a time to your tutor. If you send more than one assignment at a time, the additional assignment(s) will be returned to you uncorrected, which may end up causing you a delay. Also note that the assignments sent to the tutor by email will not be corrected.



Corrections and feedback from your tutor are an integral part of the course and help prepare you for subsequent assignments. You have to submit one assignment at a time and examine your tutor's corrections before sending in another.



To find out how to submit assignments, go to section I.D.



Keep all of your corrected assignments in your personal files. You can create a portfolio using these assignments that will help you when applying for an internship or a job in the future.

f) Preparing for the final evaluation - exam(s)

Reviewing your assignments is an excellent way to prepare for the final evaluation – exam(s). Review the tutor's feedback on your assignments and contact him or her with any questions you may have. Repeating the self-evaluation exercises will also help.



To help manage your stress level, see the guide entitled *Examination Stress* on Cégep à distance's website under "Information and <u>Services/Student Success Tools</u>. You may also request a copy of the guide by contacting an Academic information technician.

g) The final evaluation - exam(s)

The final evaluation – exam(s) is an activity that evaluates the level of competency you have attained during your studies. This evaluation may be carried out in a number of different ways and in multiple parts. For example, it may be an invigilated exam, a research report, a practical exam followed by a telephone interview, an oral presentation followed by a written exam, or another form of evaluation.



Invigilated exams must be hand-written in black ink.

Naturally, the final evaluation – exam(s) is an important part of your summative evaluation. It counts as one part of your final grade and the remainder is based on your completed assignments.



You must receive a passing mark on both the final evaluation - exam(s) and the course itself to receive credit.



Consult your Study Guide to see whether your course requires more than one exam.

Plan to complete your final evaluation – exam(s) as soon as possible after completing your assignments. The more quickly you proceed, the more likely you are to pass.

See Section I.E for instructions on how to register for the written exam.

See Section IV.D for the final evaluation - exam(s) regulations.

C. Watching my study schedule

1. How much time do I have to complete my assignments?

Assignments can be submitted either through mail or uploaded directly in the online environment. After you submit an assignment to your tutor, expect to wait up to two weeks before you get the corrections back.

You have to take into account:

- The time it takes for your assignment to arrive by mail, if applicable;
- The three working days allotted for correcting the assignment;
- The time off allowed to tutors once or twice per year (a maximum of two weeks), often occurring during the summer months or during the holidays.

a) Minimum amount of time to complete assignments

There is no minimum amount of time to complete all of your assignments. That said, it is essential to respect the rules regarding assignment submission.



Don't forget that you must wait for your corrected assignment to be returned before submitting the next one. (See Section I.B.3 e)

b) Maximum amount of time to complete assignments

You have a maximum of six months to finish all the assignments, while respecting the assignment submission rules.



This six-month period begins on the day you register for the course. The official date appears in the welcome letter you received along with your shipment of course materials. The maximum period is not affected in any way by the number of courses you are taking at the same time.



Consult your Study Guide since certain courses have specific assignment submission instructions that can influence the time it takes to complete a courses (ex. group work, specific sequence for learning activities, etc.)



Don't forget that you must wait for your corrected assignment to be returned before submitting the next one. (See Section I.B.3 e)

2. When do I have to take my final evaluation - exam(s)?

Time limit to complete my final evaluation - exam(s):

You have three months after the grade for your final assignment is recorded to take the final evaluation – exam(s).



If your course includes more than one examination, all evaluations must be completed within this three-month period.

You have three months from the date upon which the mark for your last assignment is recorded to complete all of the evaluations/exams for your course. You must therefore plan to do all of your evaluations before the expiration of this three month period to avoid failing the course.

3. How long does it usually take to complete a course?

Generally, it should take about four and a half months to cover all the material and complete all the assignments. At that point, the final evaluation – exam(s) is all that remains to complete your course.

Of course, the actual time you take to finish a course will vary somewhat, depending on the difficulty of the course and the amount of time you devote to its completion.

D. Submitting my assignments

Good for you! You've finished your assignment. Now you have to send it to your tutor so that it can be marked.

There are several different ways to submit your work, depending on the kind of course you are taking, the kind of assignment, and the medium used.

Students enrolled in paper-based courses will be sending their assignments via letter mail. If you are taking an Internet-based course, you can usually submit assignments over the Internet. If your assignment includes an oral response component, please see your Study Guide or review the instructions provided by your tutor.

1. By mail

Here are the steps to follow to ensure that your assignment is received quickly.

First, **make a photocopy** and file the copy of your assignment. It is very rare that an assignment is lost in the mail, but you should protect yourself by keeping a copy of your work.



Do not send your assignment by registered mail or any other service that requires a signature upon delivery.



You are responsible for all postage costs. Remember that an assignment requires more postage than an ordinary letter, so be sure to have it weighed, and affix sufficient postage. You will find it is more cost-effective to use the envelope provided by Cégep à distance and to pay the proper postage - this way you will avoid delays and penalties.

NOTES

a) Sending assignments to your tutor

As a general rule, you send your assignments to your tutor. If it involves computer grading, then it should be sent to Cégep à distance.



Please respect your tutor's privacy. It is absolutely forbidden to bring your assignment to his or her house yourself, or to communicate with him or her by any other means than Cégep à distance's telephone system.

Don't forget to (for mail-in assignments):

- Clearly complete the first page of your assignment so that it can be identified;
- 2 Affix your tutor's address label to the envelope;
- 3 Change the address labels if you have been informed that your tutor has moved;
- 4 Put your assignment, and any other required documentation (files, forms, etc.), in the envelope;
- **S** Affix sufficient postage.

If you wish to send your work by expedited post, we suggest you use Canada Post's Xpresspost (no signature required).

The labels that were initially provided to you with your course materials should be used.

The labels contain your tutor's name and address. Place one of the labels on the envelope before sending your assignment.

NOTES

2. Through the online learning environment

If your assignments were downloaded in the online learning environment, they must be submitted through there as well. Here's a quick overview of the process:

- Access the assignment page either through the "Assignments" section of the course homepage or through "Grades" of the Course administration left-menu:
- Download the documents relevant to complete your assignment and save them on your own computer;
- Complete the tasks required of you, then submit your assignment to your tutor with the "Add submission" button;
- Use the "File submissions" box to either click and drag your file there or fetch it through the browse option;
- Once your file appears in the box, click "Save changes". You will be brought back to the previous page, your file appearing as "Draft (not yet submitted)" in the "Submission status" field;
- Use "Edit submission" to change your file or add another, or use "Submit evaluation" for the final upload.



If for any reason your assignment was reverted to draft by your tutor or the Cégep à distance staff, notify your tutor through the Campus email service to avoid further correction delays.

3. By phone

Certain courses may require you to participate in a phone conversation or to perform an oral presentation as part of your assignment.

There are no limits to distance learning. Even the oral components of your course may be accomplished from the comfort of your own home!

a) Conversation

If your assignment includes a conversation, it will be with your tutor.

You must first contact your tutor to schedule the oral presentation component of your assignment. We recommend using the Course Mail messaging system to make arrangements. It's fast and easy!

At the arranged time, you will talk with your tutor about the assigned subject. Your tutor will grade you on how well you accomplish the objectives of this conversation.



For assignments that include both an oral and a written component, you must complete the oral section before submitting the assignment booklet. Otherwise, the tutor will be obliged to return your work uncorrected.



The Study Guide will indicate if any particular procedure needs to be followed.

b) Oral presentations

If you are required to complete an oral presentation, you may have to record the presentation. You can record your presentation in a specific tutor's voice mailbox. Here is how to proceed...

Before accessing the voice mailbox, you must have the following information on hand:

- your permanent code;
- The course number;
- The assignment number;
- The version number of the assignment or exam; and
- Your assignment or exam booklet.

Procedure for recording an oral presentation in a voice mail box

1 DIAL THE CÉGEP À DISTANCE TELEPHONE NUMBER

Montreal: (514) 864-6464 • Outside of Montreal: 1 800 665-6400

Refer to the procedure for contacting your tutor on the Campus access page at this address:

http://cegepadistance.ca/myfile

- 2 IDENTIFY YOURSELF BY GIVING
 - your name
 - your permanent code
 - your course number
 - the assignment number and letter
- 3 RECORD YOUR ORAL PRESENTATION



Speak loudly, because the system will shut off if it detects 5 seconds of silence. If your voice is too soft, the system may interpret it as silence.

4 WHEN YOU HAVE FINISHED RECORDING YOUR PRESENTATION, HANG UP

Your recording will be transmitted to your tutor.



Please note that once your recording is finished, you will no longer have access to it, either to listen to it or to change it. So before you call your tutor's voice mail box, make sure you prepare your oral presentation using other tools or recording devices.

When your oral presentation is finished, submit your assignment or oral presentation booklet to your tutor (by mail or in the online learning environment, as explained in your course instructions). Don't forget to mark your name and permanent code on the booklet, so your tutor knows it is yours.



Your tutor will only correct your presentation after receiving your assignment or oral presentation booklet.

E. Completing my final evaluation - exam(s)

1. How do I register?

You may sign up for the written exam once the grade for your last assignment has been entered in to your file, or after your oral examination (in the case of a language course).

An invitation letter is then sent off to you electronically by Cégep à distance's messaging system.



A processing period of **9 days is required** between the moment you register and the exam date. Only the available exam times are shown. As an example, for you to write an exam on the 9th day of the month, your registration must be completed no later than the 1st of the month.

It is useless to contact the Examinations Office to request a fast-tracked date, since no exceptions are granted. The 9 day processing time is the minimum period required for the Office to prepare your exam and transmit it to the exam centre.

a) How to register

You can now sign up for a written exam. It is a simple process that enables you to find out quickly whether or not there are still spaces available for your desired exam session. A note confirming your participation at one of the exam sessions is sent to you immediately.

Any student may register for an exam through the Internet, whether they are taking paper-based or Internet-based courses.

Register using the Internet:

- Enter your access codes (permanent code and password) on our cegepadistance.ca/en home page;
- Click the course number of the class for which you are ready to take the exam, once you are logged in;
- Select "Register for an exam" next to the final evaluations due date;
- Follow any further instructions.

2. Examination schedules

	Examination sessions	by region
Montreal	Quebec city	Other Regions
Every Wednesday	Every Wednesday	The second or fourth Wednesday of every month, depending on the exam site
Every Saturday	2nd and 4th Saturdays of every month	The second Tuesday of every month at Collège de Shawinigan

In general, there are at least two examination sessions a month in each region.



The examination schedule may be modified during the summer and holiday season.

If you live in a remote area or outside of Quebec, you may take your written examination there, providing you have made an arrangement satisfactory to Cégep à distance. You can make arrangements through the Examinations Office when you receive your exam invitation letter, after your last assignment has been graded.

3. Identification

You must present a **photo ID** to be allowed to write the exam. There will be no exceptions to this rule.

4. Deferring your exam date

If you must defer your examination until a later date, you may make this change online, simply by selecting a new exam session. This new selection is then final. All other choices become unavailable.

NOTES	

5. What about oral exams?

If your course requirements include an oral exam, you will be asked to record it on your tutor's voice-mail, designed specifically for this purpose. Or, you may be required to make an appointment to take the exam in person. Please refer to the Study Guide or your tutor's instructions to find out how to proceed.

To find out how to record your oral presentation, see **Section I.D.3**, which provides information on recording an assignment.

The process is the same.



If you have more than one final evaluation to take, it is important that you take them in the right order. In any case, you will receive an invitation for every exam you have to take.



You will receive your invitation through the Campus' messaging system.



In certain courses, you will be asked to mail in your oral exam workbook. Don't forget to do this, because your tutor will only grade your oral exam after receiving this document.

6. Computer-based practical exams

Some Internet courses require you to take a practical exam using a computer. All of the information concerning computer-based practical exams can be found on the course website.



Follow the directions indicated on the Internet to the letter. As it is an exam written at home, strict rules are in force.

Note that all computer-based practical exams are followed by a telephone interview.

7. Final evaluation - exam(s) grades

Your final evaluation – exam(s) remains the property of Cégep à distance. Each of your final examination grades will be listed in the letter that accompanies your college transcript.

Once your exam has been corrected and your tutor has recorded the grade, it becomes available to you over the Internet. To consult your student file:

- Enter your access codes (permanent code and password) on the Cégep à distance website home page;
- Select Transcript on the left side of the screen.



To find out about final evaluation - exam(s) rules, go to Section IV.D.

NOTES	
	1

F. Dealing with the unexpected

1. Dropping a course

Before making the decision to drop a course, consider asking for support from an academic advisor or an academic information technician. These people can offer you good advice to help you progress in your distance education studies.



Look for their contact numbers in your address book.

a) How do I drop a course?

If you've decided that you absolutely have to drop a course (or more than one), you must cancel it through the Campus. Select the class you wish to withdraw from in the "Courses" section. Click on the "Cancel my registration" link next to the cancelation date limit, under the course title, and follow the on-screen instructions to proceed.

You have eight (8) weeks to cancel a class, as of the registration date, providing you have not completed the assignments; that is, if you haven't accumulated 100% of the homeworks points.

Cégep à distance will not accept late requests for withdrawal.



If you are studying full-time and one or more of your courses are cancelled at your request, your status may change: if you become a part-time student, you will have to pay tuition fees for the courses you continue to take.

b) Refund

You are eligible for a refund on your tuition if you are studying part-time or full-time without tuition-free status. For a refund, you must cancel your course within the eight-week time limit.

We never refund **course materials**, registration fees, special fees, other fees or application fees.

2. Confirmation of registration

We strongly encourage you to begin your coursework quickly, because it has been shown that the faster you get to work, the greater your chances of doing well on the course.

To help you plan your learning path, Cégep à distance has set up a process to:

- encourage you to let us know whether you intend to continue the course;
- encourage you to complete the first assignment as soon as you can or to contact your tutor for help if you are having problems.

You have 14 days from the date of the notice to confirm your intention to continue the course. Unless you confirm, your course will be automatically marked as a failure in your transcript. You will not be eligible for a refund.



If you are studying full-time and one or more of your courses are cancelled at your request, your status may change: if you become a part-time student, you will have to pay tuition fees for the courses you continue to take.

If your first assignment has been completed and sent to your tutor but the grade has not yet been entered, please nonetheless confirm online your intention to continue the course, if you have met the deadlines. This will help you avoid problems later on if you are close to the deadline.

To confirm your registration online:

- access the Campus at the following address: cegepadistance.ca/myfile;
- enter your access codes (permanent code and password);
- click on the course number you wish to confirm once your are logged in;
- click on "Confirm registration";
- follow the instructions.

3. Extensions

Sometimes obstacles may arise that prevent you from finishing your course within the original deadlines. If this happens, you may apply for an extension to complete the course.

You must have at least ONE assignment corrected with the grade entered in your file in order to apply for an extension. The extension request must be filed in the Campus no later than five business days after your assignment submission deadline date. No exceptions will be permitted. Attention! Special distinctions for the following courses:



- Activités physique et santé (109-101-MQ), the mark from your 4th assignment must appear in your student dossier;
- Activités physique et autonomie (109-103-MQ), the mark from your 3rd assignment must appear in your file.

Other than these exceptions, all extension applications will be accepted. There is no need for supporting documents and no need to explain why you are not able to complete the course on time, except in the case of a serious health issue. See point c) in this section for more information.

a) A little more time to submit assignments

It is possible to receive a two-month extension after the initial deadline to submit your assignment.

A new completion date will be recorded in the student's file in those courses. You will then have three months after turning in your final assignment to take the final evaluation – exam(s).

A \$40 fee applies to each request for extension for every course you specify.

Request for extension fees are non-refundable, even if you complete the course within the original allotted timeframe.



Please note that you are eligible for **only one extension** of the original deadline for submitting all the course assignments.

Extension requests must be submitted directly in the Campus – Administration :

- Under "Courses" in the appropriate semester, select your class and click on the "Request extension" button on the homework due date line;
- You must submit an extension for every class that requires it;
- \$40 fees for each extension must be paid for by credit card directly during this process.

You have five (5) working days after your deadline to request an extension.

After this deadline, no extensions will be granted.



Note that all the rules regarding assignments are enforced during the extended period. It is important to modify your schedule because you are still expected to submit assignments one at a time. Remember, your tutor will return all incomplete or sloppy assignments, ungraded, to you.

It is your responsibility as a student to assess whether you will be able to complete your course with a two-month extension.

We do not recommend that you request an extension if you have more than two assignments to do, because is not very realistic to think that you will be able to complete them all without breaking the assignment submission rules.

Don't forget that the new course deadline will be two months after the original deadline, not two months after the date your extension request is processed.

No additional extensions will be granted if you do not have enough time to finish or if, during the extension period, your tutor interrupts service without being replaced. Service interruptions are never longer than two weeks and are announced by the tutor at least a month in advance.



We encourage you to set realistic goals for completing your course, because it is never possible to get a second extension.



For any other information, get in touch with an Academic information technician.

b) A little more time to take the final evaluation - exam(s)

Now that all your assignments have been graded, you realize that you will not be able to write the final evaluation – exam(s) within the allotted three-month period.

If this is the case, you may request a **one-month** extension following the deadline for completing your final evaluation – exam(s). A new completion date will be registered in your file.

A \$40 fee applies to each request for a final evaluation – exam(s) extension, for every course you specify

Request for extension fees are non-refundable, even if you complete the course within the original allotted timeframe.



Note that **only one extension** can be granted for a final evaluation - exam(s).

Extension requests must be submitted directly in the Campus – Administration:

- Under "Courses" in the appropriate semester, select your class and click on the "Request extension" button on the final evaluation due date line;
- You must submit an extension for every class that requires it;
- \$40 fees for each extension must be paid for by credit card directly during this process.

You have five (5) working days after your deadline to request an extension.

Extensions are not permitted after this period



Note that all the rules regarding the final evaluation - exam(s) are enforced during the extended period. It is your responsibility to write every final evaluation - exam(s) before the end of the new period.



Another extension may be awarded at no cost to the student if there are no final evaluation - exam(s) sessions within the student's region for at least one month.



For any other information, get in touch with an academic information technician.

c) Major health issues

If you suffered from a serious health issue that forced you to discontinue your studies for at least one month, you may be eligible for an exemption from the fees associated with assignment and final evaluation $-\exp(s)$ extension requests. Medical proof must accompany the request for extension form.

4. Requesting an incomplete (incomplet)

If you are incapable of finishing a course after the course drop deadline date due to a serious event or development that is beyond your control, you can submit a request for an "incomplete" (IN) status for the course.

Whereas discontinuing your studies without justification leads to a mention of failure in your student transcript, an eligible "incomplete" request will result in the code "IN" being marked within your transcript.

You can submit your request for an incomplete for one or multiple courses by fax, by mail or to the following e-mail address: educinfo@cegepadistance.ca.

If your request is justified for medical reasons, you must have your doctor fill out the Request for Incomplete form that can be downloaded from our website.



This reason must be sufficiently serious to justify the request.

You MUST attach supporting documentation to your request.

If you are requesting an incomplete for medical reasons, your doctor MUST fill out the Request for Incomplete form.

No other form will be accepted.



Requests for an incomplete will not be considered without supporting documentation.



The *Request for an Incomplete* form may be obtained at cegepadistance.ca.



Your request must be submitted before the course completion deadline.

NOTES

G. Coping with failure

1. Taking a supplemental exam

Although you made your best effort, you received a failing grade on your exam. All is not lost, however - you may be able to rewrite the examination or have your grade reviewed.

Certain courses allow you to take a supplemental examination. In order to do so, you must have:

• Failed the course

AND

• Scored at least 40% on the final exam or final exams



You must complete the grade review process before registering for a supplemental exam. Once you have chosen to take a supplemental exam, grade reviews for the overall course mark or first exam attempt are no longer possible. By registering for the supplemental exam, you tacitly accept the result you have obtained.



To find more information about the **rules** for supplemental examinations, go to **Section IV.F**.

2. Grade review

You have received the grade on your assignment(s), and something seems amiss. You feel that the grade is not fair.

You may ask for a grade review.



To find out about the **rules** for grade reviews, go to **Section IV.G.**

H. Registering again at Cégep à distance

1. Registering for another course

So you enjoyed the course or courses you've taken at Cégep à distance? Would you like to take another one?

Or maybe you've failed a course and you're ready to try again? Good for you!

Here's what to do...

a) Where do I begin?

In order to register online in the Campus – Administration, simply click on "Registration" and fill out the form.

b) Conditions

You may not register for more than **four courses** at the same time.

Despite this limit, you may be able to add one or more courses to your term if all of your assignments for your current courses have been corrected. Other conditions may also apply.

Nevertheless, please note the following **details**:

- If you wish to register for the course with a pre-requisite that is pending completion, you must wait for the final evaluation exam(s) mark for the pre-requisite to be recorded in our database before your registration will be processed;
- Cégep à distance must also wait for the final examination grade if you have been granted conditional admission;
- Between terms, Cégep à distance must wait for the grades for all of your assignments from the previous term before proceeding with your re-registration;
- Students who have been admitted on a conditional basis may be refused re-registration if they have not met all the requirements outlined in their success contract.

c) Need help?

If you have any questions, ask an academic information technician or an academic advisor.



You will find their contact details in the address book at the end of this guide.

2. Registering for a second time to a course

In general, you only have one opportunity to repeat a course that you have failed at Cégep à distance.

a) Where do I begin?

In order to register online in the Campus – Administration, simply click on "Registration" and fill out the form.

b) Conditions

A second registration is subject to the same conditions as a new registration:

- The course counts as one of a maximum of four that you may take at once;
- Cégep à distance cannot proceed with your registration until it has received grades for all the assignments of the previous term; and
- Students who have been admitted on a conditional basis may be refused re-registration if they have not met all the requirements outlined in their success contract.

c) Course materials

If you still have all the course materials (for example, the textbook and the Study Guide), be sure to check the appropriate box in the personal address and course confirmation page. If all the course materials are the same and the course is identical, you will receive only a new set of assignments and your course fees will be reduced accordingly.



To check whether the course materials and the course have changed, consult an Academic information technician.

NOTES



II. HOW TO SUCCEED IN DISTANCE EDUCATION

Managing my time
 My physical and mental well-being
 By yourself, but not alone
 Supplemental learning resources
 Summary

II. HOW TO SUCCEED IN DISTANCE EDUCATION

A. Managing my time

Distance education means that you are in charge of your own time.

Now that sounds pretty good, and *it is* – provided you stay on track. This will be your greatest challenge.

You'll find yourself wanting to put off a study session for just a bit, or to stop a little earlier than you planned, or to do your assignment sometime next week. Bad idea!



Plan your study schedule right now, write it down and then stick to it! You'll find you'll be much more relaxed if you do.

We've provided a sample schedule (entitled "My Schedule") for you to fill in on our website under Information and Services / Student Success Tools / Introduction and Instructions

When you stick to your study schedule, your academic progress will keep pace with your plans, so you'll be able to enjoy your free time without feeling guilty.



See **Section 1.B. 2** for more help on time management.



To really get a handle on time management, consult the *Time Management* guide on the Cégep à distance website, under Information and Services /<u>Student Success Tools</u>. Or, you may request a copy from an Academic information technician.

B. My physical and mental well-being

1. Space

We're not talking about outer space, but how you organize your study space.

Your study environment is an important factor contributing to your success. Where you study, and the environment both have an enormous effect on your ability to concentrate. Therefore:

- Settle into a posture that's appropriate for learning;
- Keep your desk clear of everything but your course materials. A cluttered desk will make you feel you have a cluttered mind;
- If you like to listen to music while you work, go right ahead, but don't try to see how high you can turn up your stereo. Background music is better;
- If at all possible, don't answer the phone during your study session. A short call can quickly become a long conversation;
- If you can't find the right space in your home to work, how about going somewhere else? The local library is often a good choice.

NOTES	
	••••

2. Physical fitness

You know all about "a healthy mind in a healthy body," don't you?

If you're fresh and rested, you'll find that your study sessions are more effective.

You might find that a little exercise to blow off some steam will help you sit still and concentrate.

Or maybe just try sitting quietly outdoors for a bit.

It doesn't really matter what activity works for you. Just be sure to get down to work in the right frame of mind.

NOTES

3. Mental fitness

Since your mind will be getting a workout as you study, you have to make sure it's in good shape, too!

- Arrange for several shorter periods of time (around two hours) rather than a single very long one. You'll be more efficient and you won't tire yourself out;
- If you have trouble concentrating and tend to daydream, take frequent, short breaks. This will help you maintain your concentration;
- If something is bothering you, try to resolve the problem before getting down to work.

NOTES

C. By yourself, but not alone

1. The Cégep à distance staff

Many students worry that distance education means that they are all by themselves and left alone to sink or swim. We're sure you've wondered about that. Don't worry. There's a whole world of help available to you.

Cégep à distance is not a virtual college but an actual one. There are about one hundred people working there to make sure that your education moves ahead without a hitch. Depending on what you need to know, you can communicate with an academic information technician or with Tutoring Services. You can also turn to the Registrar's, Examinations, Administrative Affairs or Financial Aid offices.



To find out exactly what everybody does, see **Section III** of this guide.

2. Your tutor

The learning materials that were shipped to you will guide your learning. They have been developed to allow you to work independently and follow along easily. All the same, a tutor has been assigned to provide you with educational support. Do not hesitate to contact your tutor if you are experiencing any difficulties in your course. Instructions on how to get in touch with your tutor can be found in the welcome letter you received along with your course material shipment.



To find out more about the specific role of your tutor, go to $\pmb{\mathsf{Section}}$ III. $\pmb{\mathsf{A}}.$

3. Internet resources

If you have Internet access, you can take advantage of these additional resources:

a) Educinfo

You can ask general questions about Cégep à distance via e-mail:

educinfo@cegepadistance.ca



Don't forget to include your name and permanent code as well as the course number you are asking about, if applicable.



Note that you must forward any questions related to course subject matter directly to your tutor through the Course Mail system or by leaving a message in their voicemail.

b) Learning environment forum

Certain Internet-based courses provide access to a forum which allows you to communicate with other students in the course, as well as with your tutor. This provides a perfect opportunity to become part of a group, ask questions about the subject matter or an assignment, share some tips, or to talk generally about how your studies are coming along.

c) Frequently Asked Questions (FAQ)

The <u>FAQ section of our website</u> lists the answers to the questions our students ask most frequently. There are answers concerning examinations, courses, our address and contact information, diplomas...in short, pretty much anything you might want to know!

NOTES

D. Supplemental learning resources

1. I am a person with a physical or learning disability...

It is important that you contact the Educational Planning and Organization Service if you have any form of limitation or learning disability. In conjunction with the appropriate organizations, we can offer some opportunities with regards to the delivery of the course and the evaluation of learning. Each case is treated individually.

2. I'm a little rusty...

Are your math or French skills a little rusty?

Don't worry about it! We have some suggestions to help you to get back in the saddle.

Are your Math or French fundamentals in need of a refresher?! Here are some ways you can get back up to speed.

a) Mathematics

Visit the following section of our website:

Information and Services / <u>Student Success Tools</u> . There you will find our free Mathematics Review Modules and language improvement resources to help you with your French.

b) In French

To get completely up to speed, try taking the Internet-based course entitled *Du français sans fautes*, produced by SOFAD (*Société de formation à distance des commissions scolaires du Québec*) for a modest fee.

You will find this course at the following address: http://www.dfsf.com .

You can take the diagnostic test for free in order to help you identify where you need training.

c) Other resources

You may want to check out CCDMD's web site for a wide range of helpful tools for language improvement and various discipline-specific resources. Visit http://www.ccdmd.qc.ca/eng for more details.

NOTES

E. Summing up...

In distance education, your greatest asset – as well as your greatest challenge – is time management. That's why it is absolutely essential that you plan a schedule and follow it tenaciously. If you do, you will remain in control of your own time and stay motivated to finish. Nothing is more encouraging than to have everything going according to plan.

Don't hesitate to ask for help from the team at Cégep à distance.

Finally, we recommend that you consult the student success guides Cégep à distance has made available to you. Look them over now, then read them in detail as they become relevant to where you are in your course.



For a comprehensive review of this advice and more tips, consult our guide entitled *The Road to Success*, which is available on our website, under Information and Services / <u>Student Success Tools</u>. You may also request a copy from an Academic information technician.



Now, go to back to **Section I. B.** to review all the steps to making great progress in your course.



III. THE CÉGEP À DISTANCE TEAM

IV

V

Your tutorThe Academic information technician

■ The Academic Advisor

Tutoring Services

■ Registrar's Office

Examinations OfficeAdministrative Affairs Office

■ Financial Aid Office

III. THE ... TEAM

A. My tutor

1. Your tutor...

Your tutor plays a very important part in your distance education, serving as your guide, counsellor and instructor.

When you register for a course, you will be assigned a tutor who will accompany you until you have completed the course.



You may not, for any reason, request that your tutor be changed.

2. The tutor's role

The tutor's primary function is to support you in your learning. Your tutor will:

- Greet you at the beginning of your course;
- Answer your questions regarding the subject matter;
- Grade and provide feedback on your assignments;
- Help you to prepare for the examination and correct your exam.

П

3. Getting in touch with your tutor

Communicating with your tutor allows him or her to get to know you better and be of greater help to you in your studies.

In the weeks following your registration, your tutor will get in touch through the Course mail, by postal mail or by telephone to initiate contact with you.

a) Using the assignments in a paper-based course

At the end of each of your assignments, you will find a space labelled **Questions for Your Tutor**. Make use of this space if you would like more information about the assignment or if you need to know something about the subject matter. Your tutor will answer you using this space.

b) Using Internet-based assignments

If you are enrolled in a course that has Internet-based assignments, you can add a question or comment for your tutor that he or she will receive when attempting to mark your work. The window that allows you to write your text appears once you have clicked on "Send". Go ahead and write your message before confirming that you are sure you want to send your assignment. Your tutor will use this space to respond to you.

c) By telephone

You can reach your tutor by telephone by leaving a message in their voicemail, any time of day - 24/7!



Consult the address book at the end of this guide for instructions on how to use your tutor's voice-mail.

To leave an **effective voice-mail** message:

- Speak slowly and clearly;
- State your full name;
- Express your question clearly;

П

• Indicate the area code and phone number where your tutor can contact you. Repeat the number to ensure it is clear.

If you and your tutor agree to have a telephone meeting, here is how you can **prepare for your discussion**:

- Write your questions as clearly and completely as possible;
- Be ready for the call at the appointed time;
- Have your course material nearby; and.
- Have a pencil and paper ready to take notes.



Fixed availability periods are not offered by every tutor. If your tutor has a weekly fixed availability period, they will transfer the information to you.

d) Using the Internet (Campus Mail)

You may communicate with your tutor at any time (24/7) using the **E-mail** system within the Campus, or you can use the **discussion forum** of the course to ask your questions, discuss an idea, or explain the problems you are having. Your tutor will respond to you within two business days. Express your questions as clearly as you can, referring to the textbook or online material.



Please respect your tutor's privacy. It is absolutely forbidden to bring your assignments to his or her house yourself, or to communicate with your tutor other than by using Cégep à distance's telephone system, or the course's internal messaging system.

54

4. Assignments

Your assignments will be corrected by your tutor. He or she may also add comments about your work. Think of these notes as additional tools that will help you to pass your course.



To review the guidelines for assignments, go to **Section I.B.3e**.

To review how to send your assignments to your tutor, go to **Section I.D.**

NOTES	

5. Final evaluation - exam(s) preparation

Your tutor will help you prepare for the final evaluation – exam(s):

- Through feedback on your graded assignments;
- Through answers to your questions at the end of each of your assignments; and
- Through the explanations you receive over the telephone or by e-mail when you ask for clarification.



To see how to prepare for the final evaluation - exam(s), go to Section 1.B.3.f.

NOTES	

POINTS TO DISCUSS WITH MY TUTOR

П

B. The Academic information technician

1. Information from the technician

An Academic information technician can tell you about the technical aspects of your course.

Get in touch with a technician if you need information about:

- Courses and programs of study;
- Registering for a course with or without an authorization to study from another CEGEP (*commandite*);
- The required documents for registration;
- The educational support offered to you;
- Course pre-requisites;
- Extension request policies;
- Tuition-free studies;
- Fees;
- Student financial aid;
- Recognition of Acquired Competencies (RAC);
- Course cancelation and its consequences.

2. Support from the technician

Get in touch with an Academic information technician if you need some encouragement or one of our student success guides.



See the address book at the end of this guide to find out how to contact a technician.

POINTS TO DISCUSS WITH THE ACADEMIC INFORMATION TECHNICIAN

П

C. The Academic Advisor

1. Information from the Advisor

Academic Advisors can help you to select your courses and provide support if you experience difficulties during your studies. They may also help you adjust your self-directed learning path to better suit your academic or professional goals.

Contact an academic advisor if you need advice or information about:

- Registering for more than one course, without an authorization (*commandite*) from another CEGEP;
- Analyzing your profile;
- Admission requirements;
- Programs of study and courses;
- Returning to school;
- Student success tools;
- Equivalent or substitute courses; and
- Changing your professional or academic path.

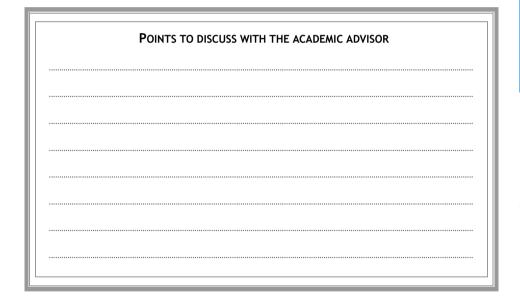
П

2. Support from the Advisor

Are you having trouble managing your time? Do you need to improve your work habits? Are you wondering about your learning path? Do you need to meet certain conditions in order to pass? Are health problems undermining your studies? Where can you turn for help? Our Academic Advisors are there for you!



Consult the address book at the end of this guide to find out how to contact an Academic Advisor.



D. Tutoring Services

1. Support from Tutoring Services

Tutoring Services supervises and coordinates the work of Cégep à distance's tutors.

Speak to Tutoring Services if you are having trouble contacting your tutor or if you are unsatisfied with an aspect of his or her work. The coordinator will try to help you work out the problem.



But remember: You may not change your tutor while your course is in progress.

2. Everything's going great...

Did you enjoy working with your tutor? Did he or she go the extra mile to help you pass the course? Do you want to tell someone about it? Then drop a line to Tutoring Services and let them know.



See the address book at the end of this guide to find out how to contact Tutoring Services.

Points to discuss with Tutoring Services

П

E. Registrar's Office

Get in touch with the Registrar's Office if you would like information about:

- Your transcript (not received, being processed, forwarded, etc.);
- Your course material shipment (missing courses, wrong materials, etc.);
- Administrative refusals (missing documents, incorrect or invalid payment, etc.).



See the address book at the end of this guide to find out how to contact the Registrar's Office.

POINTS TO DISCUSS WITH THE REGISTRAR'S OFFICE					

П

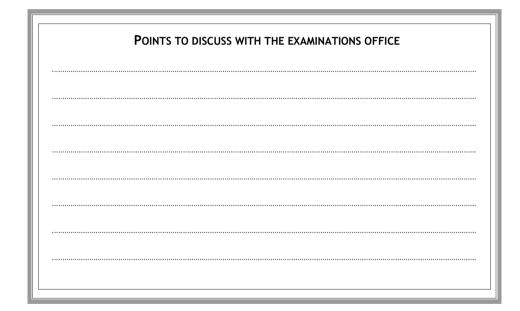
F. Examinations Office

Get in touch with the Examinations Office if you need information about:

- Examination sessions (registration, deadlines, provisional exam sites, invitation letters and confirmation letters);
- Grade reviews;
- Supplemental exams (where? when? how?).



See the address book at the end of this guide to find out how to contact the Examinations Office.



G. Administrative Affairs Office

Get in touch with the Administrative Affairs Office if you need information about:

- Withdrawals and confirmation cards (procedures, deadlines, etc.);
- Refunds;
- Proof of enrolment;
- Receipts and shipping notes;
- Income tax receipts;
- Billing;
- Grade reports;
- Bulk course material purchases.



See the address book at the end of this guide to find out how to contact the Administrative Affairs Office.

POINTS TO DISCUSS WITH THE ADMINISTRATIVE AFFAIRS OFFICE

П

H. Financial Aid Office

Get in touch with the Financial Aid Office if you need:

- General information about financial assistance:
- Financial assistance information relevant to your personal situation.

How to request financial aid

- You can make a request for financial aid if you reside in Quebec and you are registered for full-time studies.
- You can also make a request as a reputed full-time student if you are enrolled part-time and:
 - You are at least 20 weeks pregnant;
 - You are the head of a single-parent family with a child who is 12 years of age or less;
 - o You live with a spouse and have a child who is under 6 years of age;
 - You have a major functional disability.



To learn more about financial aid, visit the Ministry's site:

http://www.afe.gouv.gc.ca/en/



See the address book at the end of this guide to find out how to contact the Financial Aid Office...

П

POINTS TO DISCUSS WITH THE FINANCIAL AID OFFICE

П

Cégep à distance values	
Literacy	
Plagiarism, cheating and fraud	
Final evaluation - exam(s)	
Requirements for a passing grade	
Supplemental examinations	
Grade reviews	
Grade reports	
	 Literacy Plagiarism, cheating and fraud Final evaluation - exam(s) Requirements for a passing grade Supplemental examinations Grade reviews



IV. PRINCIPLES, POLICIES, AND OTHER INFORMATION

Ш

Fees
Tuition-free studies
Loans and bursaries
Equivalencies and substitutions
Change of address
Leaving the country

Cégep à distance is subject to the rules outlined in the Institutional Policy on the Evaluation of Student Achievement (*Politique institutionnelle d'évaluation des apprentissages*) and the *Règlement sur les conditions de vie du Collège de Rosemont*.

IV. PRINCIPLES, POLICIES...

A. Cégep à distance's values

1. Transparency

Cégep à distance has adopted ethical policies that are inherent in every aspect of your education. The Study Guide informs you in advance of the aims, regulations and procedures governing your education.

2. Fairness and stringency

At Cégep à distance, every student has an equal chance to succeed. To evaluate your level of achievement, we compare your performance with pre-defined criteria. Each person is evaluated with the same criteria.

3. Confidentiality

All information provided to Cégep à distance is treated as confidential, subject to the provisions of the law. In order to preserve your privacy, Cégep à distance sends all information that concerns you personally (grades, certifications, etc.) to the name and address that we have on file for you.

No personal information will be conveyed to a third party without your written request.



Certain information regarding your record (for example, grades, courses you have passed or failed) will not be given over the phone.

70

Ш

You must contact Cégep à distance or your tutor in person and not via a third party.

4. Freedom of expression

As a student you are responsible for upholding certain ethical standards in your written and spoken communications, and must avoid libel, indecency, unfounded accusations, attacks on the integrity of others and malicious allegations.

5. The learning context

You must be respectful in every way to your tutor, to other students, and to Cégep à distance staff members.

Cégep à distance condemns any act of violence or harassment and will take punitive action against any student whose behaviour is deemed unacceptable.

You must also observe all rules, guidelines and procedures set out by Cégep à distance.

See our website for more information regarding Cégep à distance's guidelines and procedures.

Navigate to Information and Services / Policies and regulations

B. Literacy

To register for a course at Cégep à distance, you must be able to read and write English at a level equivalent to a student that has completed his or her secondary education in English.

Cégep à distance has adopted an institutional policy on the evaluation of student achievement which includes an evaluation of the student's mastery of the language.

П

Ш

IV



The Study Guide outlines the specific evaluation methods related to this policy. Read the Guide with care, since it will have an impact on your final grade.

In summary, the policy states:

 Competent use of English is an integral part of the evaluation criteria of courses offered at Cégep à distance. The tutor is expected not only to make the usual corrections to an assignment, but also to indicate the student's errors in diction and grammar;



Assignments and examinations must be written in proper English and observe the rules of syntax and spelling. A tutor may refuse to grade poorly written assignments.

• In conformance with the policies in force, up to 10% of the mark may be deducted for language-related errors (0.5% per error);



The limit of 10% does not apply in courses where the objectives demand a higher standard of expression (such as language courses). In these cases, the correction standards are stipulated in the Study Guide for the course.

- On the first assignment there is no penalty for language, grammar and spelling unless the Study Guide stipulates otherwise;
- Repetitive errors are penalized for each instance, except in the case of spelling mistakes.

NOTES	

П

Ш

IV

C. Plagiarism, falsification, cheating and fraud

1. Definitions

Plagiarism, falsification, cheating and fraud are taken very seriously at Cégep à distance.

A student commits or attempts to commit an act of plagiarism, falsification, fraud or cheating when he or she:

- Presents the work of another person as if it were their own;
- Copies passages from books, websites, textbooks, or any other work or written expression and presents it as their own, without documenting the source or if they provide an incorrect source¹, whether it be in oral or written works;
- Submits an assignment completed by another student for grading, or submits an assignment that had already received a grade (for example, work previously submitted in another course);
- Uses or have in his/her possession unauthorized materials in an examination;
- Communicates with anyone other than the invigilator during an examination;
- Helps another person to copy work during an examination; or
- Alters or attempts to alter an official document.

All communication devices (cell/smart phones, PDAs, iPods, etc.) are strictly prohibited from use during exams

Ш

Ш

^{1.} To find out more about how to present your references properly, consult a recent English handbook or an appropriate style sheet (MLA, APA, etc., widely available on the web).

2. Verification

If there is a reasonable doubt about the authenticity of the work submitted by a student, Cégep à distance reserves the right to require the student to demonstrate the competency under observation or by some other procedure deemed appropriate.

3. Penalties

Plagiarism, falsification, cheating and fraud lead to sanctions that are proportional to the severity of the act committed and may even lead to the **maximum penalty** of expulsion from Cégep à distance.



The maximum penalty will be imposed in the case of repeat offences.

Any person that is under suspicion of plagiarism, cheating, falsification or fraud will be informed of such in writing and has the right to present their case to the administration of Cégep à distance, according to a predetermined process and schedule, before the sanction is imposed.

П

Ш

D. I want to lodge a complaint

1. Procedure for lodging a complaint

Cégep à distance wants to hear from you.

You've had it. Things aren't going the way you had expected. You have explored every possible avenue to handle the situation, by contacting your tutor or a member of the Educational Planning and Organization Service staff to explain. Perhaps now is the time for you to lodge a complaint

To proceed, send your complaint in writing to the Educational Planning and Organization Service. A member of the staff will be assigned to your case and will oversee the resolution of the issue in accordance with Cégep à distance's established policies and rules.

NOTES

П

General Instructions for Taking Examinations

1. Deadlines

You may register for your final evaluation – exam(s) when the grade for your last assignment has been entered in to your file.

To review the written examination rules, go to Section I.E.



2. Passing grade

To pass an examination you must score at least 50% on the overall grade.

Attendance requirement for the final evaluation - exam(s)

Students must sign the attendance register at the start and the end of the examination session.



Please read the attendance register carefully. It contains information regarding the time permitted for the final evaluation - exam(s) and the materials allowed.

IV

76

4. Absence from a final exam

If you are absent from the examination session to which you have registered, your paper will be returned to Cégep à distance and you will have to register for the examination again.



Don't forget that you must take the exam within three months of receiving the grade on your last assignment.

If you enter the examination room and receive an examination paper, **your tutor will grade it**. Even if you do not make any marks on the examination paper or if you leave the room before it is complete, you will be given a grade of 0 and you will not be allowed to take the supplemental exam if one is given.



If, for any reason, you do not feel able to write the examination, you may leave the exam session once you have informed the invigilator.

There will be no penalty if you have not received an examination paper.

5. Deferring your invigilated examination to a later date

Remember that **you can only defer an invigilated exam once** during the time that has been allotted for you to complete the final evaluation – exam(s) (three months) or during the time allocated for a supplemental exam (two months) or an extension (one month).

Ш

6. Failure

To pass a course, you must obtain at least 50% on the final exam or each exam making up the final evaluation for a course.

Even if the overall grade from the assignments and the final evaluation – exam(s) is equal or greater than 60%, if you have not scored 50% on the final exam or each component of the final evaluation, you will have failed the course. In this example, an overall course mark of 55% will be entered in your file.

IV

Ш

V

F. Requirements for a passing grade

To receive credit for a course, you must:

- Have all your assignments corrected in order and within the prescribed time limit;
- Obtain a grade of at least 50% on the course's evaluation exam(s);
- Achieve an overall grade on assignments and exam(s) of at least 60%.

NOTES

Ш

G. Supplemental examinations

1. Conditions

a) Eligibility

Supplemental examinations are allowed for **certain courses**.

In order to be allowed to take a supplemental examination, you must have failed the course

AND

scored at least 40% on the final evaluation - exam(s).

b) Letter of invitation

If you fulfil these conditions and your course permits supplemental examinations, Cégep à distance will send you a written invitation along with your grade report.

c) Deadlines

You have two months from the date that your final evaluation - exam(s) grades are received by Cégep à distance to take the supplemental exam.



The registration deadline for the supplemental exam will be indicated on your invitation letter.

80

Ш

2. Procedures

a) Registering

You must register for the supplemental exam the same way you registered for the final examination.



To review the procedure for registering for an examination, go to **Section I.E.**

b) Fees

There is a registration fee for the supplemental exam. You are **not eligible for a refund** if you change your mind about taking the supplemental once your registration has been processed.

c) Correction

The tutor who corrects your supplemental exam may be different than the tutor you had during the course.

d) Passing grade

You must achieve a mark of 60% on the supplemental exam in order to pass the course.



Regardless of the grade you achieved in your retake exam (60% and above), the course's final grade will be 60%.

e) Failure

If you fail the supplemental exam, your grade will not be entered on your transcript; only the grade for the initial failure will appear.

П

Ш

H. Grade reviews

1. For an assignment

If you believe that the grade you received on an assignment is not entirely fair, you may ask for a review.



You should be aware that there are three possible outcomes of a grade review: Your grade may be unchanged, it may be raised, or it may be lowered. You must be prepared to accept the result of the review, no matter how it turns out.

If your course is still in progress, you should request a grade review directly from your tutor, either by phone or by e-mail.

You must make your request within 15 days of receiving your graded assignment.



The outcome of the review by your tutor is final and may not be appealed at this stage.

82

2. For final examinations, supplemental exams or the overall course mark

Once you have completed a course (assignments and exam(s)), you may request a grade review from Cégep à distance.



The grade review process must have followed its course before you consider registering for a supplemental exam. Once you have made the choice to register for a supplemental exam, a grade review for a failed exam or the overall grade on your course is no longer possible. Registering for the supplemental exam means that you tacitly accept the mark that you have already received.

a) First grade review



Your tutor is responsible for the first grade review.

You must send a written request to Cégep à distance by e-mail or fax.

You must ask for a review within 15 days of receiving your transcript or the letter confirming a failure on a supplemental exam.

Include the following information in your letter:

- Your full name;
- Your permanent code; and
- The course code.

If you are requesting a review of your course grade, you must include the original copies of your assignments.



For security reasons, please make a copy of your marked assignments.

If you request an overall grade review for a course with Internet-based assignments, indicate this to us in your request. We will be able to forward the assignments for review.



Once you have written a supplemental exam, it will no longer be possible for you to receive a grade review for your overall course mark. Only the supplemental exam mark can be reviewed.

b) Second grade review

If, after this initial grade review by your tutor, the grade is still in dispute, you may appeal the decision in writing to Cégep à distance, which will submit the case to a different tutor.

You must submit your written request for a second grade review to Cégep à distance by mail or fax.

You must make your request within 15 days of receiving the decision on the first grade review.



The decision on the second review cannot be appealed.

NOTES

I. Grade reports

1. The class average

Since you are registered as a student in a college course, you will receive an official transcript after your course results have been forwarded to Quebec's *ministère de l'Éducation et de l'Enseignement supérieur*. Shipment usually occurs within 30 days following the grading of the final evaluation – exam(s)).

This transcript is cumulative. It includes all the college-level courses you have taken to date. The class average for Cégep à distance courses is calculated on the basis of the grades of students who took the same course in the previous school year.

This method has no impact on your "R score," since the *ministère de l'Éducation et de l'Enseignement supérieur* has its own calculation for the average using real data from the semester in which the course was completed.

2. The "R" score (Cote "R")

Most Quebec universities use the "R" score as part of their admissions decisions in order to assess the academic records of applicants for competitive programs. The "R" score is calculated four times a year by Quebec's *ministère de l'Éducation et de l'Enseignement supérieur* and it may vary from calculation to calculation. You can find out what your "R" score is by asking an Academic Advisor or an Academic information technician.



Consult the address book at the end of this guide to find out how to contact an Academic Advisor or an Academic information technician.

Ш

Ш

3. Authorization to study from another CEGEP(commandite)

The transcripts of students who are taking courses at Cégep à distance under *commandite* from another CEGEP are sent directly to the Registrar of the student's home college. Any changes to the transcript are also sent to that college.

NOTES	

J. Fees

1. How much are the fees?

The financial policies of public CEGEPs apply to you while you are a student at Cégep à distance. Fees are based on your situation and your student status.

a) Tuition fees

The *ministère de l'Éducation et de l'Enseignement supérieur* sets tuition fees every year, calculated on the basis of the number of hours in a course and the total requirements for a student enrolled in a program of studies.

If you fulfil certain conditions, you may be exempt from tuition fees; although we refer to this as "tuition-free studies," these fees are actually paid by the Ministry on your behalf.



For information regarding tuition-free studies, go to **Section IV.L**.

b) Registration fees

Cégep à distance sets registration fees that apply to every course registration without exception. This amount is based on the administrative activities related to registering the student.

c) Special fees

Special fees are of the same nature as registration fees. Each year, Cégep à distance sets a service fee that applies to every registration. This sum covers the consultation and financial aid services offered by Cégep à distance.

d) Cost of instructional materials

When you register at Cégep à distance, you receive the course materials you need to complete your course. The cost of these materials is included in your course registration fee.

Ш

ì	NOTES	

2. Refunds (course withdrawal)

To cancel a course, go to the Campus. Under *My Courses*, select the course you wish to cancel and click Cancel My Registration.

- -You have 8 weeks from the date of your registration to cancel a course.
- -After the 8^{th} week, it is impossible to cancel a class, whatever the reasons.

Registration fees, ancillary fees and fees of any other nature as well as the amount paid for the purchase of course materials are never reimbursable. Additionally, the fees paid following a request for admission are never reimbursed.



Registration fees, special services fees, admission fees and the cost of materials are never refundable.

3. Official receipts

Cégep à distance delivers official receipts for income tax purposes.

a) Official receipt of payment

The official receipt of payment for your course(s) was included in your course material shipment.

b) Income tax receipts

The federal (T2202A) and provincial (Relevé 8) tax receipts are emitted each year in February. You can print these receipts from within Cégep à distance's Campus, under "Documents".

90

П

Ш

4. Other fees

Cégep à distance charges fees in the following situations:

•	For a DCS/DEC analysis request from students that have not	
	registered at Cégep à distance:	\$30
•	For a request for proof of enrolment	\$10
•	For a duplicate transcript or grade report	\$10
•	For a duplicate of an archived document	\$15
•	For a duplicate of a provincial tax receipt	\$10
•	For a duplicate of a federal tax receipt	\$10

For a copy of these documents, please sent a letter by mail or fax to the Administrative Affairs Office or email a letter in an attachment to educinfo@cegepadistance.ca.

The letter must contain your permanent code and your signature in order for your request to be considered.

NOTES

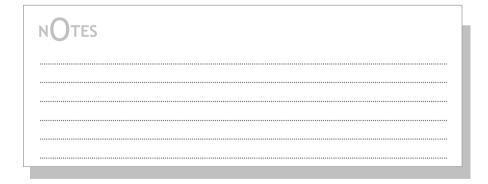
K. Tuition-free studies

1. Eligibility for tuition-free studies

"Tuition-free studies" actually means that Quebec's *ministère de l'Éducation et de l'Enseignement supérieur* is financing the cost of your studies. You are responsible for all other fees as listed in the previous section.

You are eligible for tuition-free studies if:

- You are registered as a full-time student² at Cégep à distance in a DCS/DEC program;
- You are registered full-time at another college and have applied for an authorization (*commandite*) to take a course at Cégep à distance, mentioning your right to tuition-free studies;
- You are finishing up your DCS/DEC and were registered full-time in one of the two previous terms.



^{2.} You are considered a full-time student if you are registered for 4 courses or 180 combined hours of instruction per term in a program leading to a DCS/DEC.

2. How can I apply for tuition-free status?

You do not need to take any special steps to benefit from tuition-free studies. When you register, enter only the cost of materials for each course on your registration form.

If, due to a change in your status, you become a part-time student, you will lose the right to tuition-free studies and have to pay the tuition fees for every course you are taking that term.

If you are taking a course at Cégep à distance under authorization (*commandite*) from another CEGEP, consult your home college regarding your eligibility for tuition-free studies.



Ask an Academic information technician for any additional assistance or information you may require.



To learn more about tuition-free studies, visit our website under Admission and Registration / Fees.

93

Ш

L. Loans and bursaries (financial aid)

1. Eligibility for financial aid

If you are a Quebec resident and do not have sufficient financial resources to allow you to study, you may request financial aid. You must also meet the following requirement:

 You must be registered for at least four courses or 180 combined hours of study in a program leading to a DCS/DEC or an ACS/AEC. In short, you must be considered a full-time student.

Also, **in certain cases**, if you are a parent, pregnant, or studying part-time, you may be eligible for financial aid.



For more detailed information regarding eligibility, consult the Ministry's financial aid website: http://www.afe.gouv.qc.ca/en/

Or, you may visit our website under Information and Services / Financial aid for students .

2. Applying for financial aid

Apply online at the Quebec Financial Aid website mentioned above.



Consult an Academic information technician for further assistance.

П

M. Equivalencies and substitutions

1. Getting credit for an equivalent or substitute

You may obtain equivalent or substitute credit if you are registered in a DCS/DEC or ACS/AEC program at Cégep à distance and you can demonstrate that you have already passed a course with the same content and objectives as a course you need for your program.



Only college and university courses qualify for equivalency or substitution credit. In special circumstances, an equivalency may be granted for a secondary school DVS/DEP (diploma of vocational studies/diplôme d'études professionnelles) course.

2. How and when to apply

You must apply to the Academic Advising Office at Cégep à distance, presenting your transcript and the course descriptions or official course outlines of the courses you took. An Academic Advisor will examine the documentation, and if you are granted an equivalency or substitution for a course in your profile, Cégep à distance will advise you officially and append the supporting documents to your file.

П

Ш

N. Change of address

Are you moving? Inform us of any change in your address or phone number.

a) By Internet:

- Enter your user code and password on the www.cegepadistance.ca/en home page;
- Once you have logged in, click on "Personal file";
- Change any information that requires it;
- Then click the "Save" button.

NOTES

O. Leaving the country

If you leave the country, you must designate a person to act on your behalf, who is living in Canada. This person will act as an intermediary for all transactions and communications, as Cégep à distance cannot assume the cost of postage or telephone calls outside of Canada.

You must replace your address and phone number by your respondent's in the "Personal file" section of the Campus. His or her name should be written in the "Care of" field. Remember to update your profile upon your return.

NOTES	



V. WATCHING THOSE DEADLINES

A summary of the deadlines for your distance education course

IV

V

V. ...THOSE DEADLINES

A. Deadlines for students

1. Registration and course materials

REGISTRATION	
Student withdrawal (with tuition refund, if applicable	8 weeks*
Confirmation to avoid failure	8 weeks*
Incomplete	Before the assignment deadline date
Summer term	April 16th - June 30th
Fall term	July 1st - October 31th
Winter term	November 1st – April 15th

Course Material	
Notice of missing course materials	30 days*

^{*} Following the registration date indicated in your welcome letter.

П

2. Assignments

Assignments	
Submission of 1st assignment	As soon as possible
Submission of 2 nd and subsequent assignments	After the preceding assignment has been marked and returned
Request for an extension of the assignment deadline	No later than five business days after your assignment submission deadline date
Grade review	15 days following receipt of marked assignment
Time allowed to submit all assignments	6 months*

^{*} Following the registration date indicated in your welcome letter. All of your assignments must be completed and sent to your tutor no later than the course deadline date while respecting the rules for assignment submission (refer to **sections I.B.3.***e* **and I.C.1**).

3. Final evaluation - exam(s)

FINAL EXAMINATION	
Registration for the written exam	9 days prior to the examination date
Maximum interval between recording of final assignment grade and completing the final evaluation – exam(s)	3 months
Extension of exam registration deadline	No later than five business days after the deadline date for your final evaluation – exam(s)
First grade review	15 days following receipt of the grade report

Second grade review	15 days following receipt of first grade review
---------------------	--

4. Supplemental examinations

SUPPLEMENTAL EXAMINATIONS	
Maximum interval between entry of the final evaluation – exam(s) grade(s) and supplemental exam date	2 months
First grade review	15 days following receipt of grade report
Second grade review	15 days following receipt of first

П

B. Deadlines for tutors

3 business days between receiving the assignment and mailing it back to the student
2 weeks between assignment submission by the student and return (by mail)
3 business days
3 business days between the date the tutor receives the exam and its shipment to Cégep à distance

COMMUNICATIONS	
To respond to a student's e-mail or forum posting	2 business days
To respond to a student's phone message	2 business days

П

C. Cégep à distance deadlines

INVITATION TO THE FINAL EXAM	
Student receives a letter of invitation to complete the exam	The day after the grade of the final assignment or the oral exam has been recorded.

FINAL GRADE REPORT	
To issue final student grade report	Cégep à distance delivers the official student grade report three to four weeks after completion of the sanction application.

DIPLOMA	
Issuance of the diploma of college studies	Requests are made to the Ministry of Education three or four times yearly.
Issuance of an attestation of college studies	Attestations issued by the College three of four times yearly.

A Few Final Words

You've now finished browsing *Introduction and Instructions*.

It's okay if you don't remember everything you read, because you now have all the essential information **close by**, whenever you need it.

Keep this guide handy wherever you study and turn to it every time you start a new phase of your course.

If you have a question about the information in this guide, write it down and record the answers once you receive them.

This careful and attentive attitude will help you succeed in your distance education.

Remember that a concerned and knowledgeable team is ready to help if you run into trouble along the way.

So don't hesitate to call on an Academic information technician, an Academic Advisor or your tutor if you need some support.

We all want to be a part of your success!

104

Ш

Ш

Who to contact at Cégep à distance - Summary

Financial Aid Office	For general or tailored information about financial aid for students.
Academic Advisor's Office	For advice about: - Analyzing your profile; - Student success tools; - Changing programs; and - Equivalencies and substitutions.
particularly if you are taking more than one course	 For support with regards to: Managing your time; Developing good work habits; Defining your academic or professional objectives; and Persevering in your studies. Hang in there!
Tutoring Services	For difficulties in contacting a tutor; To indicate dissatisfaction with some aspect of a tutor's work; and To indicate satisfaction with a tutor's work.

Administrative Affairs Office	For information about: - Cancelling your registration; - Receiving a refunds for a course; - Attendance verification forms; - Shipment receipts; - Income tax receipts; - Billing; - Grade reports; and - Purchase of course materials.
Examinations Office	For information about: - Examination sessions; - Grade review requests; - Supplemental exams.
Registrar's Office	For information about: - The status of my student dossier; - Received course materials; and - Administrative refusal of a request.

Academic information technician especially if you are taking only one course	For information about: - Programs and courses; - Registering for a course with or without authorization (commandite) from another CEGEP; - Required documents for registration; - The support that is offered; - Admission requirements; - Course pre-requisites; - Going back to school; - Extension requests; - Tuition-free studies; - Fees; - Financial aid; and - Withdrawing from a course and its consequences.
	To receive a copy of any guide published by Cégep à distance.
Tutors	For help with: - Questions about the subject matter; - Comments and grades on assignments; - Preparing for the final examination

Attendance Verification Form — Commandite

Note. — The definitions below are summaries for quick reference. Consult the main body of the text for complete definitions of each of these terms. The definitions found in the guide itself are the official definitions.

Attendance verification form

A letter attesting to your registration at Cégep à distance for a given term (usually the one in progress) and indicating the number of courses to which you are registered. You may request this letter from the Administrative Affairs Office.

CEU (continuing education unit)

Unit of measurement that attests to your participation in a continuing education activity (one CEU is granted for every 10 hours of study).

Class average

Class averages for Cégep à distance courses are calculated on the basis of the grades of students who took the course during the previous academic year.

Commandite (Authorization to study)

When you take a course at a college institution other than the one where you are registered full-time, you are said to be *en commandite* (from the French expression). Your CEGEP will allow you to take a course at another college.

Comprehensive Assessment — Equivalency

Comprehensive assessment

The Comprehensive Assessment allows you to demonstrate that you have achieved the objectives of your program, which is a requirement in order to be granted a DCS/DEC.

Educational newsgroups

Internet-based discussion groups attached to a specific course.

Educinfo

An e-mail address used by the Educational Planning and Organization Service at Cégep à distance where you may send your questions.

English Exit Exam (Ministerial Examination of College English)

You must pass this exam, which demonstrates your English literacy, in order to be granted a DCS/DEC.

Equivalency

Courses taken at another educational institution (secondary or post-secondary) that have the same content and objectives as the course you are seeking equivalency for.

FAQ — Individual Grade Report

FAQ (Frequently Asked Questions)

Section on our website where answers to commonly asked questions may be found.

Financial aid (Aide financière aux études)

Financial aid to students offered by Quebec's *ministère de l'Éducation et de l'Enseignement supérieur* under certain conditions, part of which is repayable.

Formative evaluation

Evaluations that do not count toward an overall course grade (e.g., self-evaluation exercises).

Forum (aka Pedagogical forum, Discussion group)

Internet-based discussion boards that are specific to each course.

Full-time (student)

You are considered to be a full-time student if you are registered for 4 courses or 180 combined hours of instruction per term in a program leading to a DCS/DEC or ACS/AEC.

IGR/RIC (Rapport individuel de correction or individual grade report)

Triplicate blue forms that used to be attached to every assignment and final exam(s). These forms are being phased out at Cégep à distance.

Literacy policy - registration

Literacy policy

A Cégep à distance policy requiring that the quality of your use of English be evaluated and graded as part of your assignments and examinations.

Incomplete (IN)

An entry of "IN" in your grade report instead of an indication of failure. If you did not finish your course but provided acceptable (and accepted!) proof of the reason for discontinuing your studies

Plagiarism, Falsification, Cheating, Fraud

Acts of dishonesty, academic or otherwise, in which a student has participated directly or indirectly, and which lead to sanctions.

R Score (Côte de rendement au collégial)

A method of ranking college results to determine admissions for competitive programs in most of the universities in Quebec.

Recognition of prior learning

Course credit granted for prior life experience.

Registration (official date of)

This is the date that is used to determine your course deadlines. It is indicated in your welcome letter.

Study guide

A guide that accompanies every Cégep à distance course. The study guide introduces the course, explains its structure and objectives. It also proposes a schedule for your studies to facilitate time management.

Substitution

Replacement of one course in a program of study with another college-level course that has equivalent objectives and content.

Summative evaluation

Evaluations that count toward the overall course grade (examinations and assignments).

$Time\ management-Welcome\ letter$

Time management

The single most important tool that will help you succeed in your courses.

Tuition-free studies

If you have the right to tuition-free studies, it means that Quebec's *ministère de l'Éducation et de l'Enseignement supérieur* is assuming the costs of your tuition fees.

Welcome letter

The letter that accompanies your course material shipment indicates your official registration date as well as the contact information for your tutor.

Cégep à distance



Cégep à distance 6300, 16e Avenue

Montréal (Québec) H1X 2S9



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Fax: (514) 864-6400



Web site: [http://cegepadistance.ca/en]
E-mail: educinfo@cegepadistance.ca
FAQ: Under Information and Services /
Frequently Asked Questions

NOTES	

My personal information

To log on to Cégep à distance's Campus: http://ceaaccess/	gepadistance.ca/en/home-students/current-student-
My permanent code:	_
My password:	_
To identify myself for an oral presentation when re	cording a message in my tutor's voicemail
My "DA" number: (7 number code)
The DA number is a seven number code that was sless than 7 numbers, add a zero before the number	sent to you upon registration. If your DA number is so that your code becomes a 7-number code.
This code can be found on the welcome letter that y	ou received with your course material shipment.

My Tutor

Course:	
	Montreal: (514) 864-6464 Outside Montreal: 1 800 665-6400 Enter: 2 Dial your tutor's number:
	If your tutor's number begins with a zero (0), you must replace the zero (0) with a one (1). Example: The number 0265 becomes 1265. or If the number is composed of only three (3) digits, you must add a one (1) to the beginning of the
	number. Example: The number 789 becomes 1789. If you have an oral to produce for a course with paper assignments, you can record it in your tutor's voicemail. Make sure to: • identify yourself (last and first name,
	permanent code, course number and assignment or exam number); • have your assignment or exam documents ready.
	To know which recording tool should be used for your oral, click on "Add submission" in the homework or final exam and follow the procedure provided therein.

Academic information technician



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: 1

NOTES	
N TES	

Academic Advisor



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: 1

Specify the reason for your call.

We will direct you to the person best able to assist you.

NOTES.	
NOTES	

Tutoring Services



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: 1

Specify the reason for your call.

We will direct you to the person best able to assist you.

NOTES	l
NO 123	
	ı

Registrar's Office



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: 3-1

NOTES	
NOTES	
	Л

Examinations Office



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: **3-2**

NOTES	

Financial Aid Office



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: 5



Administrative Affairs Office



Montreal: (514) 864-6464

Outside Montreal: 1 800 665-6400

Dial: **3-3**

NOTES

Technical support

	Montreal: 514 864-6464 Dial: 4 Outside Montreal: 1 800 665-6400 Dial: 4	
N O TES		

Name:

Other Addresses

Name:	
	Telephone:
	E-mail :
	Mailing Adress:
=	
N O TES	

Others

Name:	
	Telephone:
	E-mail:
	Mailing Address:
N TES	

NOTES

NOTES

Useful numbers

514 864-6464 Montreal area 1 800 665-6400 Toll-free

ADMINISTRATIVE AFFAIRS OFFICE

- Proof of enrolment
- Tax receipts
- Billing and reimbursements

Dial 3 then 3

EXAMINATIONS OFFICE

Dial 3 then 2

FINANCIAL AID OFFICE

Dial 5

REGISTRAR'S OFFICE

Dial 3 then 1

ACADEMIC INFORMATION

Dial 1