



INTRODUCTION AND INSTRUCTIONS

YOUR GUIDE TO SUCCESS

A reference guide for students at Cégep@distance

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

Available only online at cegepadistance.ca/home

Important!

If you find any discrepancies between the information in your course materials and this guide, please note that this guide takes precedence.

1- Useful information

Throughout this guide, we will refer to a variety of online tools. To help you find your way around, here is a description of the differences among them:

- a) **The Cégep à distance** website, cegepadistance.ca: This is the public website where you can find general information about Cégep à distance.
- b) **The Campus**: This is a private site accessible only to students enrolled at Cégep à distance. To access this site, you need your access codes. This is where you can contact the Cégep à distance administration to sign up for another course, check your student record, register for your final evaluation, communicate with your tutor, and so on.
- c) **The learning environment**: This is a section of the Campus where you will find the digitized components of your courses, hand in assignments that are not submitted by mail, etc. You can access the learning environment through the Campus, under **My Courses**.

2- Language quality

Writing well – in English or in French, depending on the language of your course – is essential to academic success in college. Cégep à distance adheres to the Collège de Rosemont Institutional Policy on Evaluation of Student Achievement (*Politique institutionnelle d'évaluation des apprentissages* or PIEA) for all courses. When you write assignments and exams, make sure you follow all the rules of good English or French. Neglecting this important aspect of your work can cost you from 10% to 30% of your mark, depending on the course.

Design and writing	Cégep à distance team Françoise Labelle
Copyediting, French version	Sandra Guimont
Proofreading, French version	Marie-Josée Coutu
Translation, English version	Wendi Petersen
Desktop publishing	Paulina Campos
Infographics	ÉditiQue SM
Coordination	Marie-Josée Coutu Vanessa Balounaïck Arowas

NOTE:

Introduction and Instructions — Your Guide to Success offers useful information and sets out the rules and procedures that govern your time at Cégep à distance. For readability, the text refers to the Ministère de l'Éducation et de l'Enseignement supérieur as "MEES."

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Welcome

Here you are! You've decided to enrol in a distance education course and it's time to begin.

First of all, we would like to welcome you...to your own home! You have the great privilege of taking a course in the comfort of home, in an armchair, with music on in the background, your comfy slippers on your feet and a cup of coffee at hand.

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

Distance education gives you lots of flexibility in how you pursue your education, as well as the opportunity to develop your independence and sense of organization.

You will receive a **college education recognized** by Québec's Ministère de l'Éducation et de l'Enseignement supérieur (MEES) that is in all respects equivalent to that offered by all Québec cégeps.

Will you really be working alone? Not at all! Cégep à distance has an entire team devoted to supporting your educational progress: academic advisors, tutors, registrar staff and computer technicians.

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

This guide explains how to contact all these resource people. More importantly, it shows you how to plan for success in your studies.

Ready? Let's go!

Legend

The icons used in this guide are to facilitate reading and help you find your way around.




ICON	MEANING
	Additional information on the subject
	Pay special attention to this information
	The contact information can be found in the Address Book at the end of this guide.

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I. TAKING A DISTANCE EDUCATION COURSE



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

I. TAKING A DISTANCE EDUCATION COURSE

A. Checking your course materials

1. What's in a box – excitement or anxiety?

You have just received the box containing the course materials for your new course – or maybe courses! It may seem like a lot of materials, and you may be wondering where to begin.

Before you start to feel overwhelmed and wonder how you're ever going to manage to read it all, think back to the last time you took an in-person course. At the beginning of the term, you had the course outline, a notebook and a textbook. Not a lot, really. But remember how many documents you had accumulated by the end of term? Several more notebooks, your assignments, readings, corrected texts, maybe another textbook. Your backpack was a lot heavier by the end of the term, right?

This box contains all the course materials and access codes that you are going to need for the entire course.

In addition to these materials, you also have the learning environment in the Campus. Refer to your Study Guide to make sure you have received all required materials.

But don't worry: we will guide you all the way through.

2. Do you have everything you need?

a) The shipment checklist

Check whether the course code(s) on your course materials and assignments are the same as those in the shipment checklist.

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

Go to the **Campus** right now to make sure your courses are all listed under **Courses**.

b) Are you taking more than one course?

If you are taking more than one course, we advise you to keep the materials 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 really important to inform us by email or telephone **within 30 days** of the date in your **welcome letter**. After 30 days, you will be billed for the course materials and shipping.

Contact the Registrar's Office at infoscol@cegepadistance.ca, 514-864-6464 or 1-800-665-6400 (in the menu, choose option 1). Do it as soon as possible, so you don't delay your study progress.

B. Taking your course

1. Read the Study Guide

Are you in a hurry to get started? Or still feeling a little anxious?

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

It outlines an approach for getting the most out of the course materials. It's also a useful source of information about how the course is structured.

Step 1: Read the Study Guide!
So you won't lose your way!

2. Draw up a schedule

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

- Schedule your study periods realistically, which will make you feel more confident.
- Meet your deadlines comfortably.
- Spread out the course work over time, so you won't have to rush.

Step 2: Stick to your schedule.

- Figure out in advance the days and times when you'll work on your course.
- Get to work right away – the enthusiasm you feel right now will give you a great start-up boost.
- Set 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.
- Spread out your course over a schedule that takes into account the number of hours you have each week to dedicate to it. Then check whether that is enough time to complete all the work in the six-month maximum allotted for the assignments.

- If you are taking more than one course, schedule weekly study time for each one. Working on all of them simultaneously, rather than one after the other, will help you meet all your deadlines.
- Plan extra time into your schedule for the unexpected.

Step 3: Follow the proposed approach.

a) The Campus learning environment

Like your tutors, you have access to certain functions in the Campus, for courses with mail-in assignments and courses with electronic assignments.

You can contact your tutor through the Campus messaging system, no matter which type of course you are taking.

Go to our homepage at cegepadistance.ca to access the Campus.

You also have to configure your computer. Please see the **Help** section of your course to gain a better understanding of the learning environment. If you continue to experience difficulties, contact the Cégep à distance help desk at 514-864-6464, ext. 4975.

b) Readings

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

If you are enrolled in a course in the learning environment, look through all the different course components. After a quick tour, follow the recommended approach for each lesson.

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

c) Learning activities

The activities are an opportunity for you to get actively involved in your learning.

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

d) Formative evaluations

The formative evaluation exercises that come up throughout the course will help you assess how well you are learning. They don't count toward your overall grade.



Before tackling the formative evaluations, make sure you have carefully read the related subject matter, and don't look at the answer guide 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 formative evaluations seriously. They will prepare you to do well on your assignments.

e) Assignments

The assignments are summative evaluation tools. In other words, they are marked and count toward the overall grade in your transcript.

Here are some instructions for submitting assignments by mail:

- Paper-based assignments must be written by hand, in blue or black ink.
- No grade reviews are possible for assignments written in pencil, as they can be modified or altered.
- You may not submit more than one assignment at a time. The assignments must be submitted to your tutor in order, one at a time. You must wait to receive feedback on the assignment before submitting the next one. If you mail more than one assignment at a time, the extra ones will be returned to you **UNCORRECTED**, which may end up setting you behind schedule. Assignments sent to the tutor by email will not be corrected, either.

Here are some instructions for **submitting assignments in the learning environment**:

- You will have access to your assignments one at a time. As each assignment is corrected, the next one is activated.
- You cannot start the next assignment until your tutor has recorded the grade for the previous one.

Both types of assignments:

- Your tutor can refuse to correct an assignment if the presentation quality makes it hard to understand or the level of language is inadequate.
- Your tutor will return, uncorrected, assignments completed out of order, incomplete assignments and assignments that do not meet college-level quality standards.
- Having an assignment returned does not extend your course completion deadline. Avoid doing things at the last minute!



Keep all your assignments. They can be used in a portfolio you put together to apply for an internship or a job in the future.

f) Preparing for the final evaluation

Reading the **Final Evaluation** section of your Study Guide and reviewing your assignments are excellent ways to prepare for the final evaluation. Reread your tutor's feedback on your assignments and contact them with any questions you may have. Redoing the self-evaluation exercises will also help you prepare.



To help manage your stress level, please see the guide called [Examination Stress](#).

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g) Final evaluation(s)

The final evaluation is used to evaluate the level of competency you have acquired through the course. It may have more than one part. For example, it may be a research report, a practical exam followed by a telephone interview, an oral presentation followed by a written exam, etc.

Naturally, the final evaluation is a summative evaluation tool. It represents a percentage of your final overall grade, and the remainder is based on your assignments.



You must receive a passing mark on both the final evaluation and the course itself to receive credit for the course.



Check your Study Guide to see whether the final evaluation for your course involves more than one exam.

Plan to complete your final evaluation as soon as possible after completing your assignments. The sooner you do, the more likely you are to pass.

C. Watching your study schedule

1. How much time do you have to complete your assignments?

After you submit an assignment to your tutor by mail, expect to wait up to two weeks before you get the corrections back. Why so long? Well, you have to take into account:

- Mailing time
- The five working days allotted to correction
- The time off allowed to tutors once or twice a year (maximum of 14 days), often during the summer or the winter holidays

a) Minimum time to complete assignments

There is no minimum time limit for completing all your assignments, but you do have to follow the rules regarding assignment submission.



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



Check your Study Guide, since some courses have specific factors that can influence the time it takes to complete all the work (e.g., group work, specific sequence for learning activities, etc.).

b) Maximum time limit to complete assignments

You have a maximum time limit of six months to complete all the assignments for a course and submit them to your tutor, following the submission rules.

2. When do you have to take your final evaluation?

Maximum time limit to complete the final evaluation

There is a maximum time limit of three months between the time the grade for your final assignment is recorded and the time you must complete the final evaluation.



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

When the mark for your last assignment is entered in the system, it triggers the beginning of the three-month period you have to complete all the exams that make up your final evaluation. You must plan to do all the exams before this three-month period expires, to avoid failing the course.

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

The average time to cover all the course material and complete all the assignments is usually four and a half months. Then all you have left to do is the final evaluation.

Of course, the actual time you take to finish a course depends on the difficulty of the course and the amount of time you dedicate to it.

D. Submitting your assignments

Good for you! You finished an assignment. Now you have to submit it to your tutor so it can be marked.

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

You have to mail your assignments if they are paper-based. If your assignments are in the learning environment, you will submit them electronically. If your assignment requires an oral response, check your Study Guide or follow your tutor's instructions.

1. By mail

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

First, **make a photocopy** of your assignment to keep. It is extremely rare for an assignment to be lost in the mail, but if it were to happen, you will be glad to have a copy on hand.



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



You are responsible for all postage costs. Since the postage for an assignment will probably be higher than an ordinary letter, be sure to have it weighed so you can affix sufficient postage. You will find it is more cost-effective to use the envelopes provided by Cégep à distance and to pay the proper postage. This will help you avoid delays and penalties.

2. Submitting assignments to your tutor

All your assignments must be submitted to your tutor. Only paper-based assignments are mailed directly to the tutor at the address shown on the labels. Place one of the labels on the envelope before mailing your assignment.



Please respect your tutor's privacy. **It is absolutely forbidden** to take your assignment to your tutor's home or to communicate with your tutor by any other means than the communications tools provided by Cégep à distance.

For mail-in assignments, don't forget to:

1. Complete the first page of your assignment to identify yourself. Write legibly.
2. Affix your tutor's address label to the envelope.
3. If your tutor has moved or been replaced, make sure you use the correct labels (the most recent ones received).
4. Make a photocopy of your assignment in case it gets lost in the mail.
5. Put your assignment and any other required documentation (files, forms, etc.) in the envelope.
6. Affix sufficient postage and mail.

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

3. Through the learning environment

If your course assignments are in the Campus learning environment, you have to submit them to your tutor there.



Please note that assignments cannot be submitted using the course messaging system. Follow the instructions in the learning environment or your Study Guide to submit your assignments.

4. By phone

Some courses require you to participate in a phone conversation or do an oral presentation as part of an assignment.

There are no limits to distance learning. Even the oral components of your course can be accomplished from right at home!

a) Conversation or discussion

If your assignment requires you to hold a conversation or discussion, you will do so with your tutor. To set up an appointment for this oral part of your assignment, contact your tutor using the Campus messaging system or follow your tutor's instructions.

On the agreed date, you will talk to your tutor about the topic of the assignment, and your tutor will evaluate you on whether you have fulfilled the expectations for the conversation.



For most assignments that include both an oral and a written component, you must complete the oral section before submitting the written assignment. If you don't, the tutor will be obliged to return your written work uncorrected.



The Study Guide will indicate whether there is any particular procedure to follow.



In the physical education courses 109-101-MQ and 109-103-MQ, specific rules must be followed. Once you have confirmed your meeting with your tutor, you must keep it. You may be penalized if you do not come at the agreed time. After a second missed appointment, your tutor can give you a 0 on the assignment, which may make it difficult to pass the course.

b) Oral presentation

If your assignment requires you to record an oral presentation, please follow the instructions provided in the assignment.

Assignment submitted by mail

If your assignments are submitted **by mail**, you have to record your oral presentation in your tutor's voicemail box:

- Dial 514-864-6464 or 1-800-665-6400.
- Press 2.
- Enter your tutor's number.



If your tutor's number begins with a zero, dial 1 instead.

Example: **0265** becomes **1265**.

or

If the number has three digits, add a 1 to the beginning.

Example: **789** becomes **1789**.

Assignments submitted in the learning environment

If your assignments are submitted **in the learning environment**, click **Submit evaluation** in the assignment and follow the instructions to produce your audio files using the recording tool provided.



Regardless of the format of your assignment, if you submit the written part without the oral part, your tutor will have to return it unmarked.

If you are behind in your work and the deadline for submitting the assignments has passed, you will have to apply for an extension to submit your assignment again. If you have already been given one extension, you will fail the course because you will have no more time to submit the assignment.

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E. Completing your final evaluation(s)

1. What is the procedure for the exam?

The exams are available online, in the learning environment. From the **Campus** homepage, click **Access My Course** and then scroll down to the bottom of the page to the Final Evaluation section.

You can access your written exam once the grade for the final assignment or the oral exam (if you have one) has been entered in your student record.

a) What about oral exams?

Some courses include an oral exam. If yours does, you have to register for it.

To find out what to do, check your Study Guide, the instructions in your oral exam booklet or the instructions from your tutor.

For all course formats, the oral exam is **submitted through the learning environment**. Use the recording tool that opens up on the oral exam page when you click **Submit evaluation**. Follow the written instructions to create your audio files.

If your final evaluation includes more than one exam, make sure you submit them in the proper order. You will always receive an invitation for each of the exams you have to take.



The invitation is sent through the Campus messaging system.



In some courses, you have to mail in your oral exam booklet. Don't forget this, because your tutor can only correct your oral exam once they receive this document. If you do not follow the instructions, you will not be granted additional time.

b) Final evaluation grades

The final evaluation paper belongs to Cégep à distance. The mark on each exam that makes up the final evaluation will be sent to you in a letter through the Campus messaging system.

As soon as your exam is corrected and your tutor has entered your grade, you can see your course result in the Campus. To see your transcript, click **Transcript**.

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F. Responsibility for course completion

It is up to you to report that you intend to drop or continue a course, to avoid having a failing grade on your transcript.

1. Course cancellation (withdrawal)

To cancel a course, go to the Campus. Under **Courses**, select the course you want to drop and click **Cancel my registration**.

- You have 30 business days after the course start date to cancel your registration. You will find the course cancellation deadline for each course in the Campus.
- Once the cancellation deadline has passed, you cannot cancel a course for any reason.
- If you have paid tuition and you cancel one or more courses before the cancellation deadline, these fees will be refunded.
- You are responsible for keeping track of your progress in your course(s), because cancelling one or more courses may change your student status. If you become a part-time student, you will have to pay tuition for your active courses in that session.

Registration fees, associated fees and all other fees, as well as the cost of the course materials, are never refundable. Admission fees are not refundable either.

2. Course confirmation

To confirm a course, go to the Campus. Under **Courses**, select the course you want to confirm and click **Confirm my registration**.

- During the cancellation period, your course will be confirmed as soon as you submit evaluations worth 20% of the total point weighting for the course. At this point, it is no longer possible to cancel the course.
- After the cancellation period, you will receive a letter telling you the deadline for confirming your course.

3. Refunds

- If you paid tuition and you cancel one or more courses before the thirtieth day of the course, these fees will be refunded.
- You are responsible for keeping track of your progress of your academic progress, because cancelling or not confirming attendance in one or more courses may change your student status. If you become a part-time student, you will have to pay tuition for your active courses in that session.



If you do not cancel your course and do not complete the assignments and final evaluation, you will receive a failing grade for that course.

4. Extensions

Something may come up that prevents you from finishing your course by the deadline. If this happens, you can apply for an extension to complete the course.

You must have **at least ONE assignment corrected with the grade entered in your record** in order to apply for an extension. The extension must also be received by Cégep à distance no more than five business days after the original course deadline.

Note! Specific rules apply to the following courses:



Physical Activity and Health (109-101-MQ): The mark for your fourth assignment must be entered in your record.

Physical Activity and Autonomy (109-103-MQ): The mark for your third assignment must be entered in your record.

Other than these specific rules, all extension requests will be accepted, with no need for supporting documents and no need to explain why you were not able to complete the course on time.

For serious health problems, please see point c below.

a) A little more time to submit assignments

You can have an extension of **two months** after the original deadline for handing in your assignments.

In this case, a new assignment deadline will be entered in your record, and you will have to do the final evaluation three months after the grade for your last assignment is recorded.

A \$40 fee is charged for each extension application for every course for which you need more time. The extension application fee is not refundable, even if you complete the course before the initial deadline.



Once an extension application fee has been paid, it cannot be refunded.

How to get an assignment extension

Under **Courses**, select your course and click **Request extension**.

- You must apply separately for each course.
- A \$40 is charged to extend the assignment deadline.

Note! Your application must be **received** by Cégep à distance no more than five business days after the original deadline for completing your assignments.



Only one assignment deadline extension can be granted for each course.

After this deadline, no more extensions will be granted.



All the rules for submitting assignment are still in effect during the extension period. It is very important to establish a new schedule, since you have to submit your assignments to your tutor one at a time. Your tutor will also return assignments uncorrected if they are incomplete or poorly done.



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

Don't forget that the new course deadline will be two months after your initial course deadline.

No additional extension will be granted if you run short of time or if, during the additional two-month period, your tutor takes a break without providing a replacement. These service breaks are never more than two weeks long, and they are always announced by your tutor at least a month in advance.



We urge you to set realistic objectives for finishing your course, because it is never possible to get a second extension.

For further information, please contact an academic information technician at infoscol@cegepadistance.ca, 1-800-665-6400 or 514-864-6464, option 1.



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b) A little more time to take the final evaluation

All your assignments have been corrected and you realize that you cannot do all the exams in your final evaluation before the end of the allotted three-month period.

If this is the case, you can request a **one-month extension** of the deadline for completing your final evaluation.

A new deadline for completing your final evaluation will be entered in your record.

A \$40 fee is charged for each extension application for every course for which you need more time for the final evaluation.

The extension application fee is not refundable, even if you complete the evaluation before the initial deadline.



Note that **only one extension** can be granted for a final evaluation.

If your course involves more than one exam, they must all be done within the additional one-month period.

How to get an extension for an exam

Under **Courses**, select your course and click **Request extension**.

- You must apply separately for each course.
- A \$40 fee is charged for an exam extension.

Note! Your application must be **received** by Cégep à distance no more than five business days after the deadline for completing your course evaluation(s).

After this deadline, no more extensions will be granted.



All the rules for completing the final evaluation are still in effect during the extension period. It is your responsibility to complete all the exams that make up your final evaluation by the new deadline.



For further information, please contact an academic information technician at infoscol@cegepadistance.ca, 1-800-665-6400 or 514-864-6464, option 1.



Once an extension application fee has been paid, it cannot be refunded.

c) Dealing with a serious health problem

If you have a health problem that requires you to interrupt your studies for a period of one month or more, you can receive an exemption for the extension fees.

You must complete the *Request for extension for medical reason* form on our website at cegepadistance.ca/forms.

A document signed by a healthcare professional is required for a medical extension. These documents must be received by Cégep à distance no more than five business days after the deadline.

5. Requesting an incomplete

If, for a serious reason beyond your control, you find that you will be unable to finish a course and the cancellation deadline has already passed, you can request an **incomplete (IN)**.

While dropping a course without justification leads to a failing grade on your transcript, filing an official application with justification can lead to an **incomplete (IN)** on your transcript) instead.

You can find the form for requesting an incomplete **on our website at cegepadistance.ca/forms**.



The reason must be serious enough to warrant not finishing your courses.

You must enclose all supporting documents with your application.

If your application is for medical reasons, you must have the “Request for Incomplete” form completed by your attending physician.

No other form will be accepted.

Your application must be sent to Cégep à distance **by mail** or to infoscol@cegepadistance.ca.



No application without supporting documents will be processed.



To get a copy of the “Request for Incomplete” form, to go cegepadistance.ca/forms.

G. Coping with failure

1. Taking a supplemental exam

You tried hard, but unfortunately you failed your course. All is not lost, however: you might be able to write a makeup exam or have your grade reviewed.

Most courses allow you to take a supplemental examination. A \$40 fee is charged for each supplemental exam. To be eligible, you must have:

- Failed the course

AND

- Scored at least 40% on the final evaluation or each component of it



You must ask for a grade review before registering for a supplemental exam. Once you have decided to take a supplemental exam, it is no longer possible to have your exam grade or your overall course grade reviewed. Paying the fee or registering for a supplemental exam implies that you accept the grade that you already received.

2. Grade review

You received a grade for your assignment or exam and there's a problem: you feel that the grade is not fair.

You can ask for a grade review (see page 80).

H. Registering for another course at Cégep à distance

1. Registering for another course

So you enjoyed your experience with Cégep à distance and want to take another course!

Or maybe you failed a course but you feel ready to try again.

Here's what to do...

a) Where to begin

In the Campus menu, click **Registration**.

b) Conditions

You cannot sign up for more than four courses at once. If you are subject to conditional admission, your registration may be rejected if you do not meet the conditions in your success contract.

c) Need help?

If you have questions, ask an academic information technician at infoscol@cegepadistance.ca, 1-800-665-6400 or 514-864-6464, option 1.

2. Registering for a course after failing it

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

a) Where to begin

In the Campus menu, click **Registration**.

b) Conditions

Re-registration is subject to the same conditions as your initial registration, that is:

- The course is one of the maximum of four you can register for at the same time.
- During the change of term, Cégep à distance has to wait to receive the marks on all exams from the previous term before processing your re-registration.
- You might not be accepted if you do not meet the conditions in your success contract.

c) Course materials

If you want to re-register for a course that you have already taken at Cégep à distance and you still have all the course materials AND the course version has not changed, check “I own the materials.” The price of the course will be adjusted.



To check whether the course materials and the course version have changed, contact an academic information technician at infoscol@cegepadistance.ca, 1-800-665-6400 or 514-864-6464, option 1.

I. Registering for comprehensive assessments

1. French exit exam

a) Who has to take this exam?

To complete your study program, you have to complete the related assessments. If you are doing a program in French, you must take the French exit exam.



Since you have been well prepared at Cégep à distance, you will be up to the task.

You must pass the language exit exam in order to receive a pre-university or technical diploma of college studies (DCS/DEC).



If you are doing an Attestation of College Studies (ACS/AEC) program, you do not have to do the language exit exam.

b) When are you eligible?

You must have passed **two of the three general education courses in language of instruction and literature** and be taking the **third course** when you register for the exit exam.

The course *Littérature québécoise* (601-103-MQ) prepares you for the French exit exam.

c) What is on the exam?

The French exit exam allows you to demonstrate your reading and writing skills, as well as your capacity to understand literary texts and express a critical point of view. The exam lasts four and a half hours, and during this time you will be expected to write a 900-word text based on the proposed readings.

d) Registering for the exam

The French exit exam is offered three times a year: in May, August and December...always on a Wednesday.

To find out the exact dates, you can check the MEES website at:

www.education.gouv.qc.ca/colleges/etudiants-au-collegial/epreuve-uniforme-de-francais/.



You can also check our website at cegepadistance.ca/success or cegepadistance.ca/euf.

You must submit your application to Cégep à distance at least **one month** before the date of the exam.

If you intend to write the exam from outside Québec, though, you must be signed up at least **six weeks** before the date of the exam, so it is important to contact us as quickly as possible.

e) How to register

To register for the French exit exam, complete the form on our website at cegepadistance.ca/en/home/registered-students-access/official-forms-and-documents/ and email it to educinfo@cegepadistance.ca.



If you are taking a course at Cégep à distance with authorization from another institution (that is, you are a visiting or “*commandite*” student), you have to register for the language exit exam through your home college.

f) Need help?

If you have questions, please contact an academic information technician at infoscol@cegepadistance.ca, 514-864-6400 (Montréal) or 1-800-665-6464 (other regions), option 1.

g) Is the comprehensive assessment mandatory?

To receive your DCS/DEC (pre-university or technical program), you must pass the comprehensive assessment for your program.

- If you are taking an ACS/AEC program, you do not have to take a comprehensive assessment!
- If you are taking a course at Cégep à distance with authorization from another institution (*commandite*), you have to contact your home college, which will be able to explain the terms for receiving your diploma.
- If you are doing a DCS/DEC program at Cégep à distance, the comprehensive assessment is included in one of your program courses. If you pass this course, you will have passed the comprehensive assessment for the program.

h) Which course includes the comprehensive assessment?

- The comprehensive assessment for program 410.BO is included in course 410-664-FD.

- The comprehensive assessment for program 300.AO is included in course 300-301-RE.

i) Need help?

If you have questions, please contact an academic information technician at infoscol@cegepadistance.ca, **514-864-6400** (Montréal) or **1-800-665-6464** (other regions), option 1.

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J. Receiving your diploma

1. Does Cégep à distance grant diplomas?

You passed! Congratulations! You have completed your program: all that's left is receiving your diploma. This is an important step in your academic journey, and you have every right to feel proud!



If you are taking one or more courses with authorization from another institution (*commandite*), please check with your home college about receiving your diploma.

There are rules about receiving your diploma, of course. Don't worry: they aren't very complicated. Cégep à distance can only issue diplomas we have received authorization to issue, and there are rules attached.

a) Attestation of College Studies (ACS/AEC)

To receive an ACS/AEC, you must pass all the courses in your study program.

b) Diploma of College Studies (DCS/DEC)

To receive a DCS/DEC, in addition to passing all the courses in your study program, you must also pass the course that includes the comprehensive assessment for your program and the language exit exam.

2. Applying to receive your diploma

In the Campus, go to **My file** and click **Sanction application**.



It usually takes 30 days after a diploma application is submitted for an official transcript stating **Program Complete** to be issued. The diploma application is then forwarded to the MEES, which issues diplomas twice a year, in March and November. This is why some people have to wait six months to receive their official diploma from the MEES. In the meantime, your official transcript attests to the completion of your studies.

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II. HOW TO SUCCEED IN DISTANCE EDUCATION



Managing your time
Physical and mental well-being
By yourself, but not alone
Supplemental learning resources
Summing up

II. HOW TO SUCCEED

A. Managing your time

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

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

It might feel very tempting to put off your study period until a little later. Or to stop a little sooner than planned. Or to do your assignment next week.

When you stick to your study schedule, not only will **your academic progress keep pace with your plans**, but you'll be able **to enjoy your free time without feeling guilty**.



To become a time management pro, read the *Time Management* guide on the Cégep à distance website, at cegepadistance.ca/success.

B. Physical and mental well-being

1. Space

To avoid spacing out, you need to organize your study space.

Your study environment is an important factor for your success. Your concentration and analytical ability are deeply influenced by your surroundings.

- Settle into a posture that’s appropriate for learning.
- Keep your desk clear of everything but your course materials. A cluttered desk makes for a cluttered mind.
- If you like having music on while you work, go right ahead, but don’t test the volume on your sound system. Background music is better for concentration.
- If possible, ignore your phone during your whole study session. A short call or text message can quickly become a long exchange.
- If your home is not conducive to study, go somewhere calm to work.

2. Physical fitness

“A healthy mind in a healthy body”: it’s not rocket science.

If you’re fresh and rested, you’ll find it easier to study.

A little exercise to blow off some steam will help you sit still and concentrate.

Or maybe try sitting quietly outdoors for a bit.

It doesn’t really matter what works for you. Just be sure to start studying in a relaxed frame of mind.

3. Mental fitness

Since you will be making constant demands on your mind while you study, it also needs to be in good shape!

- Plan several shorter periods of time (around two hours) rather than a single very long study session: you'll be more efficient and less tired.
- If you have trouble concentrating and tend to daydream, take frequent, short breaks. This will help you maintain focus.
- If something is bothering you, try to resolve the problem before getting down to work.

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C. By yourself, but not alone

1. The Cégep à distance staff

Say good-bye to classrooms, commuting, wasted time, rigid schedules and restrictions. Hello to comfort, quiet, self-reliance, flexible schedules, freedom...and isolation? You have no doubt wondered about that. Lots of people worry that distance education means being alone and on their own, left to sink or swim. Don't worry. There are lots of people here to help you.

Cégep à distance is not a virtual college but an actual one. There are dozens and dozens of people working here to make sure your education moves ahead without a hitch. Depending on what you need to know, you can communicate with an academic information technician, an academic advisor or someone in Tutoring Services. You can also turn to the Registrar's office, the exam sector, Administrative Affairs or the Financial Aid Office.

2. Your tutor

The learning materials you received will guide your learning. They were designed to allow you to work independently and follow along easily. Nevertheless, a tutor has been assigned to provide you with educational support. Do not hesitate to contact your tutor if you experience any difficulties in your course. Instructions on how to get in touch with your tutor can be found in the welcome letter you received with your course materials.

3. Internet resources

Feel free to make use of these additional resources!

a) Academic information

You can ask general questions about Cégep à distance by email:

infoscol@cegepadistance.ca



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



Questions related to your course subject matter should be addressed directly to your tutor online or by leaving a message in their voicemail.

b) Discussion forums

Some courses offer discussion forums or groups. These forums allow you to communicate with other students who are taking the same course and with your tutor. It's a great opportunity to become part of a group, ask questions about the subject matter or an assignment, share some tips or talk generally about how your studies are going.

c) FAQ

In our website's **FAQ (Frequently Asked Questions)**, you can find answers to the questions most commonly asked by our students, questions about examinations, courses, our address and contact information, diplomas...in short, pretty much anything you might want to know!

D. Supplemental learning resources

1. Dealing with a physical or learning disability

It's important to contact Cégep à distance if you have or develop any form of limitation or learning disability. In conjunction with the appropriate organizations, we can offer some options for course delivery or learning evaluation. Each case is treated individually.

2. Brushing up on the basics

Are your math or French skills a little rusty? Don't worry about it! We have some suggestions to help you to get back on track.

a) Math

We have created two review modules that cover high-school math concepts.



To get a copy of the modules, contact the Administrative Affairs Office at **514-864-6464** (Montréal) or **1-800-665-6400** (other regions), option 3.

You can also download the modules for free at cegepadistance.ca/success.

b) French

- **For a thorough review**, try taking the online course called “Du français sans fautes,” produced by SOFAD (Société de formation à distance des commissions scolaires du Québec), for a modest fee.



You can find this course at <https://sofad.qc.ca>.

Do the free diagnostic test to assess your training needs.

- Are you an immigrant having trouble with French? Find out whether you are eligible to take the free course *Français en ligne* offered by the Québec immigration ministry (Ministère de l’Immigration et des Communautés culturelles).



For more information, go to www.immigration-quebec.gouv.qc.ca/langue-francaise/apprendre-ligne.

c) Other resources

For an array of other resources, go to the CCDMD website where you will find software, diagnostic materials and an Internet directory.



CCDMD website: www.ccdmd.qc.ca.

E. Summing up

In distance education, your greatest asset is also your greatest challenge: time management. That's why it is absolutely essential to plan a schedule and stick to it. If you do, you will remain in control of your own time and stay motivated. It's very encouraging when everything goes according to plan!

Feel free to call on the Cégep à distance academic information team at infoscol@cegepadistance.ca, 514-864-6464 (Montréal) or 1-800-665-6400 (other regions), option 1.

Finally, you can refer to the Cégep à distance student success guides. Look them over now, then read them more carefully as they become relevant to where you are in your educational journey.

III. THE CÉGEP À DISTANCE TEAM



Your tutor
Academic information technicians
Academic advisors
Tutoring Services
Registrar's Office
Examinations Office
Administrative Affairs Office
Financial Aid Office

III. WHOM TO CONTACT AT CÉGEP À DISTANCE

A. Your tutor

1. This is your tutor

Your tutor plays a very important part in your distance education, serving as your guide, advisor 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 a new tutor.

2. The tutor's role

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

- Welcome you at the beginning of your course.
- Answer your questions about the subject matter.
- Grade and provide feedback on your assignments.
- Help you to prepare for the examination and correct it.

3. Communicating with your tutor

Your communications with your tutor are an important aspect of your success.

In the weeks following your registration, your tutor will make initial contact with you by email or phone.

a) With paper-based assignments

In your paper-based assignment booklets, you will find a space labelled **Questions for Your Tutor**. Make use of this space if you want more information about the assignment or the course subject matter. Your tutor will answer you using the same means.

b) With assignments in the learning environment

If the assignments in your course are submitted through the learning environment, you can enter a question or comment for your tutor to read when they are correcting the assignment. Your tutor will answer you using the same means.

c) By telephone

You can call your tutor and leaving a message in their voicemail box. You can leave a message at any time, 24/7.



See the address book at the end of this guide for instructions on how to use your tutor's voicemail.

To leave an **effective voicemail** message:

- Speak slowly and clearly.
- Give your full name.
- Formulate your question clearly.
- Provide **at least two times** when your tutor can be sure to reach you within the next few days (not between 10 p.m. and 8 a.m. or on weekends) or say they can respond using the Campus messaging system.
- Leave 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, this is how you can prepare for it:

- Write down your questions to be sure they are clear and thorough.

- Be ready for the call at the appointed time.
- Have your course materials nearby.
- Have a pen and paper ready to take notes.



Fixed telephone availability is not systematically offered by all tutors. Your tutor will tell you if they are available at a specific time each week.

d) Online

You can communicate with your tutor at any time (24/7) using the **Campus messaging** system or your course discussion forum to ask questions, discuss an idea or explain problems you are having. Your tutor will respond to you within two business days. State your questions as clearly as you can, referring to the course textbook or learning materials.

e) By videoconference

In some courses, you tutor will communicate with you by videoconference. If this is the case for any of your courses, please follow the instructions in your Study Guide or those provided by your tutor.



Please respect your tutor's privacy. It is absolutely forbidden to bring your assignments to their house yourself or to communicate with them other than using Cégep à distance tools.



You must not contact your tutor through social media. Your tutor's Facebook page, for example, is personal, not professional.

4. Assignments

It is your tutor who will correct your assignments. Think of their comments as additional tools to help you pass your course.

5. Preparing for the final evaluation

Your tutor will help you prepare for the final evaluation:

- Through feedback on every corrected assignment.
- Through answers to your questions at the end of each assignment.
- Through explanations provided to clarify more complicated concepts.

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B. Academic information technicians

1. Getting information from an academic information technician

An academic information technician can provide information about the organizational aspects of your course.

Contact an academic information technician if you need information about:

- Programs and courses
- Registration with or without an authorization to study from another cégep (commandite)
- The documents required to register
- The educational support offered to you
- Course prerequisites
- Extension application rules
- Tuition-free studies
- Fees
- Student financial aid
- Course cancellation and consequences
- Applying for your diploma
- Proof of attendance

2. Contacting an academic information technician



To contact the **Academic Information Office**:
Montréal: **514-864-6464**
Other regions: **1-800-665-6400**, option 1.

C. Academic Advisors' Office

1. Getting information from an academic advisor

Academic advisors can help you with course selection and provide support if you are experiencing difficulties during your studies. They can also help you determine your self-directed learning path based on your academic goals.

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

- Registering for more than one course, without authorization (*commandite*) from another cégep
- Analyzing your student record
- Admission requirements
- Programs and courses
- Going back to school
- Student success tools
- Equivalencies and substitutions
- Changing your academic or professional direction

2. Getting support from an academic advisor

Are you having trouble managing your time? Are you looking for a better work method? Are you wondering about your academic journey? Do you have to meet certain success conditions? Are health problems undermining your studies? Academic advisors are here to support you all along the way.

To contact the Academic Advisors' Office:

Montréal: **514-864-6464**

Other regions: **1-800-665-6400**, option 1.

Specify the reason for your call and we will direct you to the person best able to assist you.



D. Tutoring Services

1. Getting support from Tutoring Services

There is a whole team supervising and coordinating the work of Cégep à distance's tutors.

Speak to Tutoring Services if you are having trouble contacting your tutor or if you are not satisfied with an aspect of their work. We will work with you to resolve the problem.



But bear in mind that you cannot change your tutor while your course is in progress.

2. Everything's going well...and I want to tell someone!

Did you enjoy working with your tutor? Did their support help you pass the course? Do you want to tell someone about it? Then contact Tutoring Services and let us know.



To contact Tutoring Services:

Montréal: **514-864-6464**

Other regions: **1-800-665-6400**, option 1.

Specify the reason for your call and we will direct you to the person best able to assist you.

E. Registrar's Office

Contact the Registrar's Office if you want information about:

- The status of your student record (not received, being processed, forwarded, etc.)
- Course cancellation
- The course materials you received (missing courses, wrong materials, etc.)
- Administrative refusal of your record (missing documents, incorrect or invalid payment, etc.).



To contact the Registrar's Office:

Montréal: **514-864-6464**

Other regions: **1-800-665-6400**, option 3, then 1.

F. Examinations Office

Contact the Examinations Office if you need information about:

- Taking exams (procedure, deadlines, exam sites, invitation letters and confirmation letters)
- Grade reviews
- Supplemental exams (where? when? how?)



To contact the Examinations Office:

Montréal: **514-864-6464**

Other regions: **1-800-665-6400**, option 3, then 2.

G. Administrative Affairs Office

Contact the Administrative Affairs Office if you need information about:

- Course refunds
- Proof of attendance
- Receipts and shipment checklist
- Income tax receipts (Relevé 8 and T2202A)
- Billing
- Transcripts



To contact the Administrative Affairs Office:
Montréal: **514-864-6464**
Other regions: **1-800-665-6400**
•For proof of attendance: dial 3-3.

H. Financial Aid Office

Contact the Financial Aid Office if you need:

- General information about financial assistance
- Financial assistance information for your personal situation

How to apply for financial aid

- You can apply for financial aid if you reside in Québec and you are registered for full-time studies.
- You can also apply as a deemed 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 less than 12 years old.
 - You live with a spouse and have a child who is less than 6 years old.
 - You have a major functional disability.
 - You live with a child who has a major functional disability.
 - You are unable to continue your full-time studies for more than a month due to serious health problems.
 - You are taking part in the Réussir program run by the Ministère du Travail, de l'Emploi et de la Solidarité sociale.



To learn more about financial aid, visit the AFE site:
www.afe.gouv.qc.ca.



The MEES financial aid service strongly recommends that you apply online for faster processing.



To contact the Financial Aid Office:
Montréal: **514-864-6464**
Other regions: 1-800-665-6400, option 5.

- Cégep à distance values
- Language quality
- Plagiarism, falsification, cheating and fraud
- Final evaluation
- Filing a complaint
- Requirements for passing a course
- Supplemental examinations
- Grade reviews
- Transcripts

IV. VALUES, RULES AND OTHER INFORMATION



- Diploma
- Fees
- Tuition-free studies
- Financial aid (loans and bursaries)
- Equivalencies and substitutions
- Change of address
- Living abroad

IV. VALUES AND RULES

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

A. Cégep à distance values

1. Transparency

Cégep à distance has adopted ethics rules that govern every aspect of your education. The Study Guide explains the objectives, rules and evaluation conditions related to your studies.

2. Fairness and stringency

At Cégep à distance, every student has an equal chance of success. To evaluate your achievement of the objectives, we compare your performance with pre-defined criteria. Everyone is evaluated using the same criteria.

3. Confidentiality

All information provided to Cégep à distance is treated as confidential, subject to the provisions of the law. To protect your privacy, Cégep à distance sends all information that concerns you personally (transcript, 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 a written request from you.



Some information regarding your student record (such as grades, courses you have passed or failed) will not be given over the phone.

If you need to contact Cégep à distance or your tutor, **you must do so yourself, not through 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 you must avoid libel, indecency, unsubstantiated allegations, attacks on the integrity of others and malicious rumours.

5. The learning context

It is your responsibility to demonstrate respectful verbal and non-verbal behaviour toward your tutor, other students and Cégep à distance staff members.

Cégep à distance condemns all acts 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 in effect at Cégep à distance.

See our website for the official texts of all the Cégep à distance study policies and rules.

Go to the **Policies and regulations** section at <https://cegepadistance.ca/en/home/studying-at-cegep-a-distance/discover-studying-at-cegep-a-distance/>

B. Language quality

To take a course at Cégep à distance, you must have reading and writing skills equivalent to those of a person who has completed their high school studies in the language of the course you are taking, be it English or French.

Cégep à distance has adopted an institutional learning evaluation policy (PIEA) that includes the evaluation of language quality.



The Study Guide for each course explains how the policy is applied in that course. Read it carefully, because your evaluation depends on it.

The policy can be summarized as follows:

Language quality is an **integral part of the evaluation criteria** in all courses offered at Cégep à distance (other than second- or modern-language courses). When correcting assignments and exams, tutors point out all linguistic errors.



All assignments and exams must be written in proper language that follows the rules of grammar, syntax and spelling for the language in question. Tutors may refuse to correct work if the quality of the language does not meet the requirements.

- In compliance with the Institutional Policy on the Evaluation of Student Achievement (PIEA) in effect at Cégep à distance:
 - In **English and French, language of instruction and literature courses**, poor language quality will lead to a loss of up to **30%** of the weighting allotted for that evaluation activity.
 - For **all other courses**, poor language quality will lead to a loss of up to **10%** (0.5 point per error) of the weighting allotted for that evaluation activity.
- You will not be penalized for language quality in your first assignment, unless otherwise mentioned in the Study Guide.
- Repeated errors are considered to be additional errors, except for spelling mistakes.

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C. Plagiarism, falsification, cheating and fraud

1. What do we mean by plagiarism, falsification, cheating and fraud?

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

A student is considered to have committed or attempted to commit an act of plagiarism, falsification, cheating or fraud when they:

- Use the work of another person, in whole or in part, and attempt to pass it off as their own.
- Copy passages from books, websites, textbooks or any other work or written expression and present it as their own without documenting the source or provide an incorrect source,¹ for either written or oral work.
- Submit an assignment completed by another student for grading or submit an assignment that has already been submitted for a grade (for example, work previously submitted in another course).
- Use or have in their possession, during an exam, materials other than the authorized materials for that exam (including handwritten or other notes placed in a reference manual, dictionary, conjugation guide, etc.).
- Help another person to copy work for an assignment or exam.
- Alter or attempt to alter an official document.

1. To find out more about how to cite your references properly, use a handbook or style sheet; for help with references in French, you can use the information on our website [here](#) or on the Savoir rédiger page of the TÉLUQ website at : <https://bibliotheque.telug.ca/c.php?g=712515>.

2. Verification

If there is a reasonable doubt about the authenticity of 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 it deems appropriate.

3. Penalties

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



In the case of repeat offences, the maximum penalty will be imposed.

Anyone suspected of plagiarism, cheating, falsification or fraud will be informed in writing and will be given the right to present their case to the administration of Cégep à distance, in accordance with the regular conditions and deadlines, before a penalty is imposed.

D. Complaints

1. Procedure for lodging a complaint

Cégep à distance is listening.

Things aren't going the way you hoped. You have exhausted every means at your disposal to resolve the situation, including contacting your tutor or a member of the Cégep à distance staff to explain the situation. It might be time for you to lodge a complaint.

We suggest that you send your complaint in writing to Cégep à distance at infoscol@cegepadistance.ca. A staff member will be assigned to your case and will help find a solution in accordance with Cégep à distance rules.



All complaints must be submitted in writing.

E. Final evaluation – General instructions for exams

1. Deadlines

You can do the final evaluation for your course once the grade on your last assignment is entered in your record.

2. Skipping the final evaluation

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



Once the exam has started, it is no longer possible to stop and postpone it to a later date.

3. Failing the final evaluation

To pass a course, you must earn at least 50% on the final evaluation or each exam that makes up the final evaluation for your course.

Even if your overall grade from the assignments and the final evaluation is 60% or more, if you do not score 50% on the final evaluation or each component of the final evaluation, you will fail the course.

In this case, an overall course grade of 55% will be entered in your record.

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F. Requirements for passing a course

To receive credit for a course, you must meet all these requirements:

- Have all your assignments corrected in order and by the deadline.
- Obtain a grade of at least 50% on the final evaluation or each component of the final evaluation.
- Achieve an overall grade – on the assignments and the final evaluation – of at least 60%.

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G. Supplemental examinations

1. Conditions

a) Eligibility

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

To be eligible to take a supplemental exam, you must have:

Failed the course

AND

Scored at least 40% on the final evaluation or each component of the final evaluation

b) Letter of invitation

If you meet these requirements and your course permits supplemental examinations, Cégep à distance will inform you in your course results letter.

c) Deadlines

You have two months from the date that your cumulative transcript is issued by Cégep à distance to take the supplemental exam(s).



This deadline is stated in your results letter and on the Campus.

2. Conditions

a) Registration

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

b) Fees

There is a \$40 registration fee for the supplemental exam. You are **not eligible for a refund** if you change your mind about taking the supplemental exam.

c) Correction

The person who corrects your supplemental exam may not be the tutor you had for the course.

d) Passing grade

To pass the supplemental exam, you must earn a mark of at least 60%.



Regardless of the grade you earn on your supplemental exam (60% or more), your final grade for the course will be 60%.

e) Failure

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

H. Grade reviews

1. For an assignment

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



You should be aware, however, that a grade review inevitably leads to one of these three possible outcomes: Your grade may be unchanged, it may be raised, or it may be lowered.

If you have not yet finished the course, you should request a grade review directly from your tutor, either by phone, in writing or through the Campus messaging system.

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.

2. For the final evaluation, the overall course grade or the supplemental exam

Once your course is over (assignments and exams), you have to submit your request for a grade review by clicking the link in your student record in the Campus.



You must ask for a grade review before registering for a supplemental exam. Once you have decided to take a supplemental exam, it is no longer possible to have your exam grade or your overall course grade reviewed. Paying the fee or registering for a supplemental exam implies that you accept the grade that you already received.

a) First grade review



Your tutor is responsible for the first grade review.

You must request the review within **15 days of receiving your grade** or the **letter confirming a failure on a supplemental exam**.

If you are requesting a review of your overall course grade, **you must send us the original copies of your assignments**.

Any modification made to an assignment makes it impossible to review the grade. Likewise, an assignment written in pencil cannot be submitted for a grade review.



For security reasons, please make a photocopy of your corrected assignments.

Once you have written a supplemental exam, it is no longer possible to request a grade review for your overall course grade. **Only the supplemental exam can be submitted for a grade review.**

b) Second grade review

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

You can submit your request to Cégep à distance by clicking the link in your student record in the Campus.

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.

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I. Transcripts

1. Group average

Since you are registered as a student in a college course, you will receive an official college transcript after your course results have been forwarded to the MEES. It is usually issued within 30 days after the final evaluation is graded.

This transcript is cumulative: it includes all the courses you have taken to date in the cégep network. The group average for Cégep à distance courses is based on 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 MEES does its own calculations for the average using real data from the session during which you took the course.

2. The “R” score

In the admission process for limited enrolment programs, most Québec universities use the “R” score to assess the applicants’ academic records. The “R” score is calculated four times a year by the MEES and may vary from calculation to calculation.

3. Authorization to study from another institution (*commandite*)

When a student takes a course at an institution other than their home college (*commandite*), a copy of their final grade is sent directly to the Registrar of their home college. Any changes to the student record are also sent to that college.

J. Diploma

The conditions and rules for receiving a diploma from Cégep à distance are explained earlier in this guide (see page 45).

K. Fees

1. How much does it cost?

When you study at Cégep à distance, you are subject to the financial policies for college studies in the public cégep network. Your situation and your student status will determine the fees you have to pay.

a) Tuition fees

The MEES 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 study program.

If you meet certain requirements, you may be exempt from tuition fees; we refer to this as “tuition-free studies,” although the fees are actually paid by the MEES on your behalf.

b) Registration fees

Every year, Cégep à distance sets registration fees that apply to all sessions without exception. This amount covers the administrative activities related to registering the student.

c) Associated fees and other fees

Every year, Cégep à distance sets a fee that applies to every session without exception. This amount covers the consultation and financial aid services offered by Cégep à distance.

d) Cost of teaching materials

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

In addition to these basic materials, you may wish to add supplies and audiovisual or computer equipment to facilitate your learning. You are responsible for the costs incurred to purchase these items.

2. Refunds

If you paid tuition fees and you cancel one or more courses **no later than the thirtieth day of the course**, your fees can be refunded.

You are responsible for keeping track of your progress in your course(s), because cancelling one or more courses may change your student status. If you become a part-time student, you will have to pay tuition for your active courses in that session.



Registration fees, associated fees and all other fees, as well as the cost of the course materials, are never refundable. The cost of admission fees is never refundable.

3. Official receipts

Income tax receipts

The federal (T2202) and provincial (Relevé 8) tax receipts are issued each year in February. You can print these receipts from the Campus, in the **Documents** section.

4. Other fees

Cégep à distance charges fees in the following situations:

- | | |
|--|------|
| • For an admission application | \$30 |
| • For proof of attendance | \$10 |
| • For a duplicate transcript or official transcript | \$10 |
| • For a duplicate of an archived document | \$15 |
| • For a duplicate of a provincial tax receipt (Relevé 8) | \$10 |
| • For a duplicate of a federal tax receipt (T2202) | \$10 |

To receive a copy of these documents, you must complete the “Request for official documents” form, which can be found on the Cégep à distance website at cegepadistance.ca/en/home/registered-students-access/official-forms-and-documents/, and send it as an email attachment to infoscol@cegepadistance.ca.

Your permanent code and your signature must appear on the application for your request to be considered.

L. Tuition-free studies

1. Eligibility for tuition-free studies

Being eligible for “tuition-free studies” actually means that the MEES is subsidizing your tuition fees. You are responsible for paying all the other fees listed in the section above.

You are eligible for tuition-free studies if:

- You are studying full-time at Cégep à distance in a DCS/DEC program.
- You are studying at another cégep and you have received a *commandite* to take a course at Cégep à distance specifying that you are eligible for tuition-free studies.
- You are at the end of your program and you were studying full-time² in a DCS/DEC program in one of the last three semesters.

2. Applying for tuition-free status

You do not need to take any special steps to benefit from tuition-free studies. Cégep à distance will grant you free tuition on the basis of your student status.

If, due to a change in your status, you become a part-time student, you will lose the right to tuition-free studies and you will 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 from another institution (*commandite*), check with your home college regarding your eligibility for tuition-free studies.



For help or further information, contact an academic information technician.



To learn more about tuition-free studies, please see cegepadistance.ca/freetuition.

2. You are considered to be a full-time student if you are registered for four courses or 180 hours of instruction per semester in a DCS/DEC program.

M. Financial aid (loans and bursaries)

1. Eligibility for financial aid

You can apply for student financial aid if you are a Québec resident and do not have sufficient financial resources to allow you to study. You must also meet the following requirement:

- You must be registered for at least four courses or 180 teaching periods in a program leading to a DCS/DEC or an ACS/AEC. (In other words, you must be considered a full-time student.)

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



For more detailed information about the eligibility requirements for student financial aid, go to the Québec government financial aid website: www.afe.gouv.qc.ca

or our loans and bursaries page at

<https://www.cegepadistance.ca/en/home/studying-at-cegep-a-distance/services/financial-aid-for-students/>.

2. Applying for financial aid

You can apply online, on the Québec student financial aid page.



For further information, contact an academic information technician.

N. Equivalencies and substitutions

1. Getting credit for an equivalency or substitution

You can receive credit for an equivalency or substitution 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 objectives and content as the equivalent course in question.



In general, only college and university courses qualify for equivalency or substitution credit. In special circumstances, an equivalency may be granted for a high-school level course taken in a DVS/DEP program (diploma of vocational studies/diplôme d'études professionnelles).

2. How and when to apply

You must apply through the Cégep à distance Academic Advisors' Office, presenting your transcript and the course descriptions or official course outlines of the courses you took. An academic advisor will analyze the documentation, and if you are granted an equivalency or substitution for a course in your program, Cégep à distance will advise you officially and add the supporting documents to your student record.

O. Change of address

Are you moving? Please inform Cégep à distance about your change of mailing address or phone number by changing the information in your profile on the Campus:

- Enter your access codes (permanent code and password) on the www.cegepadistance.ca/en homepage.
- Select **Personal file**.
- Change your contact information.
- Click **Save**.



No matter where you are staying during your studies, it is your responsibility to ensure that you always have access your mail and messages.

P. Living abroad

If you are living abroad, you must designate a proxy who is living in Canada to act on your behalf. This person will serve 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 enter the contact information for your intermediary in your **Personal file** on the Campus. The person's name should be listed under **Care of**.

Deadlines for students
Deadlines for tutors
Cégep à distance deadlines



V. WATCHING THOSE DEADLINES

A summary of the deadlines for
your distance education course

V. DEADLINES — Summary

A. Deadlines for students

1. Registration and course materials

REGISTRATION	
Student withdrawal with tuition refund, if applicable)	30 days*
Permanent incomplete	Before the assignment deadline date
Summer term (part-time only)	April 16 to June 30
Fall term	July 1 to October 31
Winter term	November 1 to April 15

COURSE MATERIALS	
Notice of missing course materials	30 days*

* After the registration date indicated in your welcome letter.

2. Assignments

ASSIGNMENTS	
Submission of first assignment	As soon as possible.
Submission of second and subsequent assignments	After the preceding assignment has been marked and returned
Request for an extension of the assignment deadline	No more than five business days after your assignment submission deadline
Grade review	15 days following receipt of the corrected assignment
Time allowed to complete all assignments	6 months*

3. Final evaluation(s)

FINAL EXAM	
Maximum time between the recording of your final assignment grade and the final evaluation(s)	3 months
Extension of deadline for completing the final evaluation	No more than five business days after the deadline for your final evaluation
First grade review	15 days after receipt of your transcript
Second grade review	15 days after receipt of the first grade review

4. Supplemental exam

SUPPLEMENTAL EXAM

Maximum time between the recording of your final evaluation grade and the supplemental exam	2 months
First grade review	15 days after receipt of your transcript
Second grade review	15 days after receipt of the first grade review

B. Deadlines for tutors

ASSIGNMENTS

Correction of an assignment	5 business days between receiving the assignment and sending it back to the student
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Reasonable time frame for receiving a corrected assignment (print-based course)	2 weeks between submission of the assignment by the student and its return by mail
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Reasonable time frame for receiving a corrected assignment (online course)	3 business days
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EXAMINATIONS

Correction of an examination	3 business days
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COMMUNICATIONS

To respond to a student's electronic message (email or forum posting)	2 business days
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To respond to a student's phone message	2 business days
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C. Cégep à distance deadlines

INVITATION TO THE FINAL EXAM

To issue an exam invitation to a student	The day after the grade on the final assignment or oral exam is recorded
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TRANSCRIPT

To issue a college transcript	Cégep à distance issues official transcripts about three or four weeks after receiving your application for a diploma
-------------------------------	---

DIPLOMA

To issue a diploma of college studies	Applications forwarded to the MEES four times a year
To issue an attestation of college studies	Attestations issued by Cégep à distance four times a year

A Few Final Words

You've come to the end of *Introduction and Instructions*.

Don't worry about remembering everything you read, because you now have all the information you need at your fingertips, as well as the support of a whole team just waiting to help you if you run into any difficulties in your academic journey.

Don't hesitate to call on an academic information technician, an academic advisor or your tutor. Let us guide you in your success!

Whom to contact at Cégep à distance - Summary

Financial Aid Office	For general or personal information about financial aid for students.
Academic Advisors' Office	For advice about: <ul style="list-style-type: none">– Analyzing your student record– Student success tools– Changes in academic or professional orientation Equivalencies and substitutions For support with: <ul style="list-style-type: none">– Managing your time– Developing good work habits– Defining your academic or professional objectives– Persevering in your studies
Tutoring Services	For difficulties contacting a tutor To report dissatisfaction with some aspect of a tutor's work To report satisfaction with a tutor's work

Administrative Affairs Office

For information about:

- Cancelling your registration
- Receiving a refund for a course
- Proof of attendance
- Receipts or shipment checklists
- Your tax receipt
- Billing
- Your transcript
- Bulk materials

Examinations Office

For information about:

- Grade review requests
- Supplemental exams
- Extensions

Registrar’s Office

For information about:

- The status of your student record
 - The course materials you received
 - Administrative refusal of a request
-

**Academic information
technician**

For information about:

- Programs and courses
- Registering for a course with or without authorization from another cégep (*commandite*)
- Documents required for registration
- Support provided
- Admission requirements
- Course prerequisites
- Going back to school
- Regular or medical extensions
- Tuition-free studies
- Fees
- Financial aid
- Applying for a diploma
- Course cancellation and consequences
- Proof of attendance

Tutors

For help with:

- Questions about the subject matter
 - Comments and grades on assignments
 - Preparing for the final examination
-

Glossary

Note. — The following definitions are summaries for quick reference. Please see the main body of the text for complete definitions of each of these terms. The definitions in the guide, not the ones in this glossary, are the official definitions.

Commandite (Authorization to study from another institution)

Course taken at a college institution other than the one where you are initially registered. Your cégep authorizes a *commandite* to allow you to take a course in that other college.

Comprehensive assessment

Passing the comprehensive assessment, which evaluates the learning you achieved through your studies, is mandatory to receive your DCS/DEC.

Discussion forums

Online discussion forums specific to a course.

Eduinfo

Email address (infoscol@cegepadistance.ca) of the Cégep à distance academic information service where you can send your questions.

Equivalency

Course taken at another educational institution (secondary or university) that has the same objectives and content as the course you are seeking equivalency for.

FAQ (Frequently Asked Questions)

Section of our website that provides answers to the questions most commonly asked by students.

Formative evaluation

Means of evaluation that does not count toward an overall course grade (self-evaluation exercises).

Group average

The group average for a Cégep à distance course is based on the grades of students who took that course during the previous academic year.

Language exit exam

Passing this exam, which tests your language skills, is mandatory to receive your DCS/DEC.

Literacy policy

Cégep à distance policy under which the quality of your written English or French is evaluated and graded as part of your assignments and examination(s).

Permanent incomplete

Note on your transcript instead of a failing grade if you do not complete the course but you provide acceptable (and accepted) justification for not finishing.

Plagiarism, forgery, cheating and fraud

Acts in which a student participates directly or indirectly and that lead to penalties.

Proof of attendance (admitted students)

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

R Score (Côte de rendement au collégial)

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

Registration (official date of)

This is the date that is used to determine your course deadlines. You can find it in your welcome letter.

Student financial aid

Student financial aid (loans and bursaries) granted by the Ministère de l'éducation et de l'enseignement supérieur (MEES), under certain conditions.

Study Guide

Reading tool for broaching the course materials and understanding the pedagogical structure of the course.

Substitution

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

Summative evaluation

Means of evaluation that counts toward the overall course grade (assignments and exam).

Time management

Your most reliable success tool!

Tuition-free studies

If you have are eligible for tuition-free studies, it means that Québec's Ministère de l'Éducation et de l'Enseignement supérieur (MEES) is covering your tuition fees.

Welcome letter

Letter that comes with your course materials and provides your official registration date as well as your tutor's contact information.

Address book

Cégep à distance



Cégep à distance
6300, 16e Avenue
Montréal (Québec) H1X 2S9



Montréal: **514-864-6464**
Other regions: **1-800-665-6400**
Fax: **514-864-6400**



website: <http://cegepadistance.ca/en>
Email: infoscol@cegepadistance.ca
FAQ: <https://cegepadistance.ca/en/home/registered-students-access/regulations-and-instructions/frequently-asked-questions/>

Please provide your permanent code whenever you communicate with Cégep à distance.

Your personal information

To access the online Campus: <https://cegepadistance.ca/en>

Permanent code: _____

Password: _____

To identify yourself when recording an oral presentation in your tutor's voicemail

"DA" number: ____ ____ ____ ____ ____ ____ ____ (seven-digit code)

This number can be found in the welcome letter you received along with your course materials.

The DA number is a seven-digit code that was sent to you when you registered. If your DA number has fewer than seven digits, add zeros before the number until you get seven digits.

Your tutor

Name:

Course:

Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press 2 and then enter your tutor's number. Their number can be found in the welcome letter you received with your course materials.

- If the number begins with a 0, replace the 0 with a 1.
Example: **0265** becomes **1265**.

or

- If the number has 3 digits, add a 1 to the beginning.
Example: **789** becomes **1789**.



You can also use your tutor's voicemail box to record oral presentations for courses in which the assignments are submitted by mail. When you call:

- Identify yourself (first and last name, permanent code, course number, assignment number or oral exam).
- Make sure you have your assignment or exam booklet with you.

To determine the appropriate recording tool for your oral presentations or exams, click "Submit the evaluation" in the assignment or oral exam and follow the instructions for producing your audio files.



Mailing Address:

.....

.....

Please provide your permanent code whenever you communicate with Cégep à distance.

Academic information technician



Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press **1**.

Specify the reason for your call. We will direct you to the person best able to assist you.

Academic Advisors' Office



Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press **1**.

Specify the reason for your call. We will direct you to the person best able to assist you.

Tutoring Services



Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press **1**.

Specify the reason for your call. We will direct you to the person best able to assist you.

Registrar's Office



Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press **3** then **1**.

Examinations Office



Montréal: **514-864-6464**
Other regions: **1-800-665-6400**
Press **3** then **2**.

Financial Aid Office



Montréal: **514-864-6464**
Other regions: **1-800-665-6400**
Press **5**.

Administrative Affairs Office



Montréal: **514-864-6464**
Other regions: **1-800-665-6400**
Press **3** then **3**.

Please provide your permanent code whenever you communicate with Cégep à distance.

Technical Support

Name:



Montréal: **514-864-6464**

Other regions: **1-800-665-6400**

Press **4**.

Other Addresses

Name:



Telephone:



Email:



Mailing Address:

.....

.....

Useful numbers

514-864-6464 (Montréal region)

1-800-665-6400 (toll free)

EXAMINATIONS OFFICE

Press **3** then **2**.

FINANCIAL AID OFFICE

Press **5**.

REGISTRAR'S OFFICE

Press **3** then **1**.

ACADEMIC INFORMATION

Press **1**.