

Student Handbook

Arts and Science University Transfer Program

2019-2020 Academic Year

Faculty of Health and Community Studies

Arts and Science Transfer Program Office

(Open: Monday-Friday: 0800-1600)

Location:

Civic Employees Legacy Tower

10215-108 Street

Edmonton, AB T5J 1L6

Main Reception 6th floor

Phone: 780-644-6300 / Fax: 780-644-6339

Toll Free: 1-888-272-5271

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MESSAGE FROM THE DEAN

JENNIFER MAH, RN, MN

Welcome to the Faculty of Health and Community Studies! We are very pleased that you have chosen NorQuest College for further education. Here, you will find highly qualified instructors, an effective program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College, you will have excellent career opportunities in a variety of settings. You will also have opportunities to further your education through other programs and continuing education courses offered at NorQuest College, and via transferability to accredited educational institutions throughout Alberta.

You can expect to study and work hard through this challenging program. When you graduate and become employed, your reward is the opportunity to make a positive impact on the lives of others on a daily basis.

NORQUEST COLLEGE VISION/MISSION/VALUES

Vision

NorQuest College is a vibrant, inclusive and diverse learning environment that transforms lives and strengthens communities.

Mission

NorQuest College inspires lifelong learning and the achievement of career goals by offering relevant and accessible education.

Values

We value people. We:

- Treat people with integrity and respect
- Empower and encourage risk taking
- Celebrate commitment, contribution and accomplishments

We value learning. We:

- Foster creativity, innovation and critical thought
- Encourage growth, development and lifelong learning
- Build on the diversity of our learners, employees and partners

We value our role in the community. We:

- Display leadership and responsibility for our outcomes
- Partner to achieve community goals

We value the quality of the processes we use in reaching our goals. We:

- Demonstrate a learner-centred approach
- Set clear expectations, measure results and demonstrate accountability
- Promote teamwork, cooperation and sharing throughout the College
- Follow fair process in accomplishing our objectives

From: <http://www.norquest.ca/about-us/vision,-mission-values.aspx>

OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner in the Arts and Science Transfer program is important to us. You will have an inclusive learning experience, embracing diversity and developing skills needed to succeed. You will be taught by exemplary faculty with relevant experience, who will respect you as a partner in learning and bring together theory and practice in practical ways. Our commitment is to partner with you to prepare you for a successful academic transition into your post secondary career.

For more information on the NorQuest Learning Experience:

<http://www.norquest.ca/about-us/the-norquest-learning-experience.aspx>

OUR TEAM

DEAN Jennifer Mah	jennifer.mah@norquest.ca	780-644-6168
ASSOCIATE DEAN Judith Anderson	Judith.anderson@norquest.ca	780-644-6787
ASSOCIATE DEAN Bev Suntjens	Bev.suntjens@norquest.ca	780-644-6413
PROGRAM CHAIR (on leave) Leigh Dyrda	leigh.dyrda@norquest.ca	780-644-6273
PROGRAM CHAIR (Acting) Rebecca Hardie	rebecca.hardie@norquest.ca	780-644-6304
ASSOCIATE CHAIR Dana Wight	Dana.wight@norquest.ca	780-644-6452
PROGRAM ADVISOR Preetika Prasad	Preetika.prasad@norquest.ca	780-644-6559

CONTACT INFORMATION

Service / Area	Location	Phone	Email	Additional Info:
Bookstore	Singmar Centre	780 644 6203 or toll free at 1 866 534 7218	studentbookstore@norquest.ca	https://www.norquest.ca/resources-services/facilities/bookstore.aspx
Computer Commons (password, MyQuest, MyMail support) and Moodle Support	Singmar Centre	780 644 6085	computercommons@norquest.ca	https://www.norquest.ca/resources-services/facilities/computer-commons.aspx https://www.norquest.ca/resources-services/resources/student-tools-support/moodle-support.aspx
Counselling Services	Centre for Growth and Harmony, Singmar Centre	780 644 6130	counselling@norquest.ca	https://www.norquest.ca/resources-services/student-services/counselling-services.aspx
Exam Bookings for online students		780 644 6055	assessmentexams@norquest.ca	https://www.norquest.ca/resources-services/college-services/office-of-the-registrar/online-delivery-information.aspx https://www.norquest.ca/resources-services/college-services/assessment-testing-services/exam-request-writing-information.aspx
Financial Aid	CELT 1 st floor	780 644 6130		https://www.norquest.ca/resources-services/student-services/funding-your-education.aspx
Health Services	Centre for Growth and Harmony, Singmar Centre	780 644 6155	healthservices@norquest.ca	https://www.norquest.ca/resources-services/student-services/safety-wellness/health-services.aspx
International Student Office	CELT 1 st floor	780 644 6128	international@norquest.ca	https://www.norquest.ca/prospective-students/international-students.aspx

Library (Learner Centre) Services	Singhmar Centre	780 644 6070 or toll free at 1 866 534 7218 Text questions to: 587 600 0084	library@norquest.ca	https://library.norquest.ca/services.aspx Online student info: http://libguides.norquest.ca/c.php?q=254108
Office of Student Judicial Affairs	CELT 1 st floor	780 644 6490	OSJA@norquest.ca	https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx
Office of the Registrar (enrolments, tuition payment, withdrawals)	CELT 1 st floor	780 644 6000 or toll free at 1 866 534 7218	enrolment@norquest.ca	https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx
Parking Services	Bookstore in Singhmar Centre	780 644 6203 or toll free at 1 866 534 7218	parking@norquest.ca	https://www.norquest.ca/resources-services/college-services/parking.aspx
Services for Students with Disabilities	Library, Singhmar Centre	780 644 6055	learning.support@norquest.ca	https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx
Student Association	Singhmar Centre	780 644 6250	students.association@norquest.ca	http://www.sanqc.ca/ http://www.sanqc.ca/distance-students/
Student Navigator	CELT, 2nd floor	780 644 6130	student.navigator@norquest.ca	https://www.norquest.ca/resources-services/student-services/student-advisors/student-navigators.aspx
Writing Centre	Library, Singhmar Centre	780 644 5864 Or toll free: 1 866 534 7218	Writing.centre@norquest.ca	https://library.norquest.ca/services.aspx#Service-WritingCentre

OUR CAMPUS

Your program is delivered at the Edmonton Downtown Campus. All of the classrooms and labs can be found in the following buildings:

- **Centre 102** – located at 10704-102 Avenues.
- **Centre 106** - located at 10232-106 Street.
- **Civic Employees Legacy Tower (CELT)** - located at 10215-108 Street
- **Singhmar Centre for Learning (SCFL)** – Located at 10215-108 Street

More information and Campus Maps can be found at:

<http://www.norquest.ca/about-us/campuses-maps/edmonton-downtown.aspx>

Please note that our campus is a non-smoking campus. There is no smoking inside any building.

STUDENT INFORMATION ON WEBSITE

Please visit your student website, at <https://www.norquest.ca/current-students.aspx> for information on news, events, and resources available to you.

ROLES IN YOUR PROGRAM

Your instructor is responsible for the following items:

- Course outline, schedule, materials, assignments, and exams
- Monitoring, and recording student progress
- Grading student assignments and providing feedback to the student
- Responding to student questions pertaining to the course
- Approving final course grades
- Responding to questions about the material: readings, assignments, grades, classes, information on Moodle, and exams
- Course and classroom policies and procedures
- Responding to requests for extensions/deferrals
- Addressing concerns if there is a discrepancy with your mark or you have not received your marks.

The Chair, Associate Chair, or designate is responsible for the following items:

- Presenting various delivery options to students
- Information if you have failed, withdrawn, or need to take a break from the program
- Information if you would like to transfer to another delivery option
- Overseeing all student activities
- Concerns about the program or curriculum
- Issues that are not satisfactorily addressed by other Faculty members
- Overseeing the program for the College
- Faculty and program evaluation
- Program policies

The Program Advisor is responsible for the following items:

- Working with students to outline their program plan
- Advising students and determining their academic pathway
- Working with students throughout the year to make sure students are meeting their requirements for entry into their future postsecondary program.

The Office of the Registrar (OR) is responsible for the following items:

- Registering students into courses
- Updating student information
- Course fees
- Maintaining student records
- Course extensions
- Transfer credit requests – refer to the policies and forms at:
<https://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx>

STUDENT NAVIGATOR ROLE

If you are having trouble navigating College services, or need guidance on the resources available to you, please consult with you **Student Navigator**, located in CELT.

What is a Student Navigator? We are a team of **centralized advisors** who are here to answer student questions and concerns – we provide our services for students from application to graduation. *As soon as students apply to the College and pay an application fee, they can access our services.*

What we can do? We are your go-to people for any general College inquiries – anytime you have any questions/issues about college services, policies, or processes that you are unsure about or don't know where to go to find the answer – your student navigator can help. This may include:

- **Program Information** (General policies and procedures)
- **College Services** (Provide information or direction to services such as: Career and Employment Services, Tutorial Centre, Counsellors, Social Worker, Bookstore, etc.)
- **Student Funding** (Grant Funding, Student Loans, how and when to apply, full time vs part-time, etc.)

How can I contact them?

Office Location: 10215 108 Street Office: CELT 1-204

Phone Number: 780-644-6130

Email: student.navigators@norquest.ca

Hours of Operation: Monday-Friday, 8:30 am – 3:30 pm Drop in or pre-booked appointments available – call or email for more information.

NOTE: Most Tuesday and Thursday evenings, a Student Navigator is available until 7:00 pm. Please call ahead to the number above to confirm that a Navigator will be available.

International Navigator Role

The International Office will help students make informed decisions. Advising and activity areas include:

- Application process
- An overview of the immigration process and important resources
- Online Pre-arrival sessions
- Orientation (ISTART)
- Settlement support
- Specialized workshop for managing your academic and immigration experience
- Referrals to appropriate internal and external resources

Contact Information:

Office Location: CELT 1-205

Email: international@norquest.ca

Phone: 780-644-6128

ORIENTATION

Mandatory Orientation: Fall Intake 2019 Orientation

Please watch your @mynorquest.ca email for important details about your program orientation. Orientation provides you with an opportunity to get valuable information about your program, meet other students, and get your initial questions answered. It is critical to start your program equipped with the right information and tools for success.

Booklists

Booklists are available to view at the bookstore, or online at:

<http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx>.

You may purchase your books through our College bookstore (new or used books available through our buy-back program), through another online vendor, or from a previous student. We provide more information about used book sales at Orientation.

Emergency Procedures

Evacuation: <http://www.norquest.ca/resources-services/college-services/security-services/evacuation-procedures.aspx>.

Lockdown: <http://www.norquest.ca/resources-services/college-services/security-services/lockdown-procedures.aspx>.

Scent-Free Environment

NorQuest College maintains a scent-free environment. No scented products are permitted in the classroom, lab, or clinical setting.

Lab Requirements

Your instructor will provide you with an orientation to lab requirements for your program. This may include dress code, materials to bring, and ways to prepare for lab experiences, as well as a code of conduct for lab. Detailed information is included in this manual in the next section.

Lockers

Lockers are rented per term. To obtain a locker, you find an available locker, secure it with your lock, and go immediately to the Bookstore to register for the locker and pay. More information is found at: <http://www.norquest.ca/resources-services/student-life/lockers.aspx>.

Media Consents

During your time in your program, we may be requesting to take your photo for educational or marketing purposes. We will provide a consent form for you to complete for such times. If you have any concerns, please discuss with your instructor or Associate Chair.

OVERVIEW OF THE PROGRAM

Are you ready to begin your post-secondary journey? Take your first year of university-level Arts and Sciences courses at NorQuest College. By taking NorQuest's Arts and Sciences program, you may transfer credits to university and enter into the second year of a degree program. You may also take Arts and Sciences courses to receive credit towards completion of a NorQuest Health or Community Studies program.

Whether studying full time, part-time, in person, or online, the Arts and Sciences university transfer program gives students the flexibility to design their own program of study based on course availability. Working with an advisor, students will build a course mix and academic plan that will help achieve their goals. Students will gain the knowledge, credits and critical reading and writing skills necessary for further post-secondary studies.

The curriculum integrates the knowledge, skills, behaviours, and attitudes that contribute to your ability to be successful in your transition to your post-secondary program.

We have transfer agreements in place for universities and colleges throughout Alberta which include MacEwan University and University of Alberta. If you are thinking about transferring to an institution outside of Alberta, please discuss this with your Program Advisor.

Please note that admission into the Arts and Sciences transfer program does not guarantee you admission to your destination institution. You will still be required to meet the competitive GPA for that institution and any other admission requirements.

Once you have been successfully admitted into the program, you will meet with your Program Advisor to determine your plan of action.

- Which college or university would you like to transfer too?
- Which faculty at that institution have you decided on?
- What are the admission requirements for that faculty?
- How do your courses transfer to that institution?
- What is the competitive GPA that you must achieve while in the program in order to gain admission to that institution?
- What are the application deadlines?

You should meet with your Program Advisor throughout the year with an update on what your GPA is, to ensure you have all the proper documentation in place for your application to the college or university of your choosing, or if you decide you would like to change your original plan. Working with your Advisor throughout the year is very important and will allow you to have a smooth transition to the university or college you wish to attend.

Comparative Admission Requirements

Here is an example of the Admission Requirement for MacEwan University:

BACHELOR OF ARTS:

- *a minimum of 24 University level credits with a minimum admission grade point average of 2.0.

BACHELOR OF SCIENCE:

- ELA 30-1
- Mathematics 30-1
- Two of Biology 30, Chemistry 30, Mathematics 31, Physics 30, or Computing Science-Advanced Career and Technology Studies (5 credits)
- *a minimum of 24 University level credits with a minimum admission grade point average of 2.0.

*This is the admission grade point average you must have to apply into the program. They do not admit at this GPA. You will still need to meet the competitive GPA to gain final admission.

COURSE DESCRIPTIONS

Course	Description
ANPH 1000	<p>Study the basics of normal anatomy and physiology. The structure and function of each body system is covered, and the relationship between the structure and function of each system is explored. Learn about the interactions of body systems.</p> <p>Prerequisite: None</p>
ARTH1002	<p>An introduction to the developments in art, architecture, and print culture in Western Europe, this course begins with the Italian Renaissance and ends with French Realism. Students will learn critical observation skills as the course draws on various scholarly strategies for interpreting visual material and cultural histories. Additionally, students will build on their existing writing skills and develop an interdisciplinary academic vocabulary.</p> <p>Prerequisite: None</p>
BIOL 1007	<p>This course provides an introduction to cell structure and the function of prokaryotes and eukaryotes. Major topics include the chemical and molecular composition of cells, subcellular components, metabolism, and information flow. These topics address how cells harvest and use energy, how cells reproduce, and how information in DNA is stored, transmitted, processed, and regulated.</p> <p>Pre-requisites: Biology 30 and Chemistry 30.</p>
BIOL 1008	<p>This course examines the diversity of life on earth from the origins of life through the evolution of prokaryotic and eukaryotic organisms. Using a phyletic approach to classification, the major taxonomic groups of organisms are introduced, including prokaryotes, numerous protists, plants, fungi, and animals. Features that adapt these organisms to their environment are emphasized using Darwinian evolution as the underlying principle. Prerequisite: Biology 30</p>
EASC 1002	<p>This course is an introduction to earth sciences and physical geography. Topics explored will include the four major earth systems—atmosphere (air), hydrosphere (water), geosphere (earth), and biosphere (life)—and how these systems relate to human populations. Students will also explore how earth scientists conduct research, including types of analysis and technologies used in the field. There will be a special focus on the circulation of water and the atmosphere, and how these processes drive the distribution of life on the planet and shape the landscape we see. The course will also discuss many of the current issues surrounding human-environment interactions, including, but not limited to, climate change, erosion, natural disasters, air and water pollution, and freshwater resources.</p> <p>Prerequisite: None</p>

Course	Description
STAT 1151	<p>Students will learn the basic principles of statistics, acquire the skills to solve elementary statistical and probability problems, and gain hands-on experience with well-known statistical software, as well as basic methods for collecting data. Students will also learn the main tools of descriptive statistics to visualize collected data, analyze data distributions, and establish correlations and regressions between random variables. The course will also cover the main tools of inferential statistics for estimating mean values and proportions by confidence intervals, hypotheses testing, and one-way ANOVA. Applications are taken from wide range of subject areas such as biology and environmental science, business and economics, health sciences, education, crime and law, politics, social studies, and sports and entertainment.</p> <p>Prerequisite: None</p>
CHEM 1002	<p>This course emphasizes the importance of chemical equilibrium as it applies to gases, acids and bases, solubility and precipitation reactions, and complex ion formation. Also studied are kinetics (rates of reactions, differential and integrated rate laws, the Arrhenius equation), catalysts, thermodynamics (spontaneity, entropy, free energy), and electrochemistry (balancing redox reactions, and calculating standard and non-standard cell potentials), with emphasis on some practical applications related to batteries, corrosion, and industrial processes.</p> <p>Prerequisite: Chemistry 30</p>
BUSD 1002	<p>Students examine the interaction between individuals and firms in various types of markets. Topics include the fundamental principles of microeconomics; supply and demand; markets and welfare; government intervention; behaviour of the firm; market organization; and income distribution.</p> <p>Prerequisite: None</p>
BUSD 1008	<p>Students examine how the economy behaves at the aggregate level and how national income is measured and determined. Topics include an overview of macroeconomics; measuring gross domestic product, inflation, and unemployment; demand including the multiplier process; supply, business cycles, and long-term growth; money, banking, and monetary policy; inflation; interest rates; stagflation; deficits and fiscal policy; exchange rates and balance of payments; exchange rate policy; purchasing power, and interest-rate parity.</p> <p>Prerequisite: None</p>
CHEM 1001	<p>Students are introduced to the basic principles that form the foundation on which higher chemistry courses are built. This course covers fundamental chemistry concepts such as atomic theory, bonding models, periodicity of elements, and stoichiometry, as well as the nomenclature used in organic and inorganic chemistry. Energy changes associated with chemical transformations are discussed.</p> <p>Prerequisite: Chemistry 30</p>

Course	Description
CLTR 2228	<p>This course will explore a variety of popular literary and visual forms, and examine the history, social functions, and concerns of popular fiction and visual cultures. Potential genres of study may include graphic novels, romance, science fiction, detective fiction/mystery, young adult literature, and slam and other forms of popular poetry, as well as visual art forms such as documentary, social media, and graffiti art. Using these texts as a lens, students will explore how the phenomenon of popularity and “mass appeal” relates to issues of cultural capital and literary taste. Particular attention will be paid to defining popular culture across time and place, and examining the role of audiences and their reception of popular forms of representation.</p> <p>Prerequisite: English 30-1 or English 30-2</p>
ENGL 1011	<p>This course introduces students to formal and rhetorical writing practices at the post-secondary level, with an emphasis on literary analysis and close reading. Instruction and practice will be integrated with the study of literature drawn from a broad range of historical periods, cultural perspectives, social contexts, and literary genres (including fiction, poetry, drama, non-fiction articles and essays, news media, and other cultural texts). Specific themes and texts will vary between sections.</p> <p>Prerequisite: English 30-1 or English 30-2</p>
ENGL 2550	<p>The course has a strong focus on essay composition and analysis. The assignments are designed to encourage critical and analytical reading, thinking, and writing. This course also introduces and demonstrates the APA method of citation. Prerequisites: 60% in English Language Arts 30-1 or 70% in English Language Arts 30-2 or equivalent.</p> <p>Prerequisite: English 30-1 or English 30-2</p>
HEED 1000	<p>Gain an overview of the physical, social, psychological, environmental, and spiritual aspects of personal health and wellness within the context of the community, the Canadian health-care system, and the global environment. Lifestyle choices are introduced as physical and social determinants affecting personal health and the health of others. Learn how to take responsibility for your own health and to advocate for the health of others.</p>
INST 1000	<p>This course focuses on the history, identity, and culture of Indigenous peoples in Canada, with a special focus on Treaties 6, 7, and 8 in Alberta. Beginning with the history and geography of Indigenous peoples and Turtle Island (North America) and ending with the Truth and Reconciliation Commission (TRC), this course provides a big-picture overview of Indigenous Studies in Canada. Key topics and themes may include the following: contact and the fur trade era, colonization and settlement, the Royal Proclamation, the Indian Act, the bison hunt, identity, the TRC, missing and murdered Indigenous women, children in care and the welfare system, decolonizing Canadian law, gender and identity, status, determinants of health, impacts of residential schools, racism and stereotypes, the reservation system, reclaiming and celebrating culture, language and storytelling, the Sixties Scoop, and trauma. This course utilizes media such as podcasts, videos, blogs, and interactive maps to complement traditional course readings and may also include a community participation component.</p> <p>Prerequisite: None</p>

Course	Description
POLS 1000	<p>Designed to present a critical overview of the major concepts and themes in political science, this course introduces the major subfields, including Canadian politics, political theory, international relations, comparative politics, and gender and politics. It addresses many traditional subjects of the field, such as power relations, theories of the state and democracy, international institutions, evolving conceptualizations of citizenship, and political economy. The course further examines critical questions surrounding colonialism and race relations, the politics of poverty and inequity, and the role of the media in political controversies.</p> <p>Prerequisite: None</p>
POLS 1010	<p>This course explores the development of Canadian political institutions and political issues in Canada. The student will learn about contemporary Canadian politics by examining the evolution of federalism, the Constitution, parliament, Aboriginal and minority rights, the welfare state, multiculturalism, and similar topics. The course focuses on teaching critical thinking and writing skills by testing normative and empirical theories against Canadian historical and contemporary evidence.</p> <p>Prerequisite: None</p>
PSYC 1040	<p>This course is the basic foundation course in psychology. It provides an introduction to the scientific study of behaviour and the mind. This course examines the evolution of psychology, research methods, descriptive statistics, the brain and behaviour, human lifespan development, sensation and perception, states of consciousness, conditioning and learning, and memory. Note: Students with credit in another introductory psychology course may not be eligible for credit in this course.</p> <p>Prerequisite: None</p>
PSYC 1050	<p>Build on your introductory knowledge of the scientific study of behaviour and the mind. Focus on the study of cognition (thinking), intelligence and creativity, motivation and emotion, personality, health, stress, and coping, psychological disorders, therapies, and social behaviour. Note: Students with credit in another introductory psychology course may not be eligible for credit in this course. Please check with the Program Chair.</p> <p>Prerequisite: None</p>
SOCI 1000	<p>Explore introductory sociology through the study of social relations, community, and society. Learn about the institutions of Canadian society, such as family, politics, ethnicity, education, and religion.</p> <p>Prerequisite: None</p>
SOCI 2025	<p>This course introduces students to the sociological study of crime through theoretical and practical analyses, including the examination and attempted explanation of crime, crime patterns, social processes leading to criminal behaviour, and responses to crime.</p> <p>Prerequisite: None</p>
WMST 2010	<p>This course is a critical feminist examination of embodied lives in differing social locations. The course challenges the traditional dichotomies of mind/body, culture/nature, and public/private in the treatment of such topics as the feminization of poverty; sexualities, reproduction, and family life; violence against women; women and religion; masculinities; and culture and body image.</p> <p>Prerequisite: None</p>

Course	Description
INST 1152	This course is an introduction to Plains Cree (Y dialect) grammar and vocabulary, with practice in speaking. No prior Cree knowledge is required. This course is open to non-Cree speakers only.

TRANSFER CREDIT

Students may be eligible for credit for previous coursework at other post-secondary institutions. Students must apply for transfer credit to be assessed, and follow the policies outlined by the Office of the Registrar. More information, and the Request Form, can be found at:

<http://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx>.

Some important notes regarding transfer credit:

- You must be admitted to your program prior to requesting transfer credit
- Official transcripts and course outlines are required for transfer credit
- Transfer credit requests do not go directly to the Program Office; they are submitted to the Office of the Registrar
- Transfer credit is subject to time limits, or a "shelf life" of the course previously taken – typically 5 years for discipline-specific courses, and 10 years for more general courses
- The form you use to request transfer credit can be found at the link above.

PRACTICAL TIPS FOR SUCCESS FOR FACE-TO-FACE STUDENTS

You are responsible for your success in the program, and your instructional team is eager to partner with you in this endeavor. The Therapeutic Recreation Program is a fast-paced, demanding program to prepare you to enter a similar workplace. To succeed in the program, it is recommended that you:

- **Attend Orientation.** Important information about your program and the College is provided to set you up for success.
- **Prepare for class.** Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and lab.
- **Attend class regularly.** Although you are an adult learner and can choose whether or not to attend class, some learning experiences (labs, field trips, guest speakers, practicum discussions) are mandatory. Please treat your classroom as a workplace – let your instructor know if you cannot attend in advance and make a plan. In the case of mandatory attendance days, you will be required to provide adequate documentation (doctor's note, etc.) regarding absences. Vacations should be planned for scheduled College breaks (late December, reading week, etc.)
- **Engage and participate.** There is a difference between attending class and actively participating in your learning experience. Ask questions, engage in discussions, and reflect on your learning experiences.
- **Communicate with your instructor.** If you are concerned about your success, or need additional resources, initiate contact with your instructor by emailing, dropping in during office hours, or making an appointment.

- **Utilize your Student Navigator.** If you need assistance navigating College services designed to maximize your potential for success, please see your Student Navigator.
- **Stay informed.** Students are asked to check NorQuest email daily, as this the only email address that any College employee will use to contact you. Check the student website at <https://www.norquest.ca/current-students.aspx>. Check you MyQuest page for mark information, and frequently check your course page on Moodle. As well, you receive regular general communications by email from the program area.
- **Make a plan for success.** Students who succeed plan for it early in their program. Maintain an up-to-date calendar of due dates, block study, review, and assignment preparation time. Ensure that you are balancing your studies with other aspects of your life to manage stress. If you need resources or assistance with time management, see The Centre for Growth and Harmony. It is not uncommon for post-secondary students to feel overwhelmed by workload, so seek assistance if required.
- **Buddy up.** Meet other students in your courses so that you have someone to ask for assistance if you are away. Your instructional team recommends forming study groups with other students as a study and support strategy.

DISCLOSURE – ACCOMMODATIONS

It is the student's responsibility to disclose any information to the Program Area that may affect his/her success in the program.

- **If the student requires an accommodation for classroom activities or exams,** it is his/her responsibility to discuss their needs with the instructor. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom, please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. However, please note that it is the student's responsibility to book exams. Exams must be booked for the same time as the in-class exam. For more information: <http://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx>.
- **If a student's accommodation includes audio recording for lectures,** they must provide the instructor with the completed form: Agreement Regarding Audio Recording of Lectures, located on Moodle.

SCHOLARSHIPS, BURSARIES, AND AWARDS

Arts and Sciences students are eligible for a variety of scholarship opportunities. You can review this information at:

<http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships,-bursaries-awards.aspx>.

If you need assistance, you can consult with your Student Navigator.

GRADING SCALE

The final letter grade for all theory courses is based on the following scale:

Letter Grade (Post-secondary programs)	Grade Point Value (Post-secondary programs)	Percentage (Alberta Education courses/preparatory)	Descriptor
A+	4.0	95-100	Excellent
A	4.0	90-94	
A-	3.7	85-89	
B+	3.3	80-84	Very Good
B	3.0	75-79	
B-	2.7	70-74	
C+	2.3	67-69	Satisfactory/Acceptable
C	2.0	64-66	
C-	1.7	60-63	
D+	1.3	55-59	
D	1.0	50-54	Pass
F	0.0	0-49	Fail

Note:

- Courses with a passing grade higher than a 1.0 will show all grades below the designated passing grade as an F.
- Some courses may be graded as Pass (P) or Fail (F)
- Passing grades for each course are found on the Course Outline on Moodle.

HONORS STANDING

To complete the program with honours standing you must meet the following criteria:

- Obtain a cumulative grade point average greater than or equal to an A-

- Not have failed or repeated any courses

ATTENDANCE

Attendance is important in developing a professional work culture that values responsibility, respect, and commitment to practice. Attendance demonstrates that students have participated in the entire educational process in addition to their academic performance.

Although you are an adult learner and can choose whether or not to attend class, some learning experiences (e.g. labs, exams, clinical, practicum, and Workplace Integrated Learning (WIL)) may be mandatory. In the case of mandatory attendance days, you will be required to provide adequate documentation (e.g. doctor's note, etc.) regarding absences. If you have questions regarding mandatory attendance days, please speak with your instructor or review the course outline.

In addition:

- Please treat your classroom as a workplace – let your Instructor know in advance if you cannot attend, and make a plan to complete missed coursework.
- Vacations should be planned for scheduled College breaks (e.g. Christmas, Reading Week, etc.)
- Please note that practicum hours need to be completed as described in the course outline.

COURSE OUTLINES

You are provided with a course outline for each course. It contains valuable information about the learning outcomes, assessments, and expectations for the course. Please review it carefully and consult with your instructor if you have any questions. Please save your course outlines in case you are applying for transfer credit at another post-secondary institution in the future.

ASSIGNMENTS

Unless otherwise instructed, your assignments are due at the start of class on the date indicated by the instructor.

Your instructor will indicate how assignments should be handed in (by email, in print, or uploaded to Moodle). Follow the directions carefully, as this information varies assignment-to-assignment.

Late Assignments

If you are unable to submit the assignment on the due date, you must request an extension before the due date. You will be expected to initiate a discussion with your instructor and provide documentation (e.g. medical note) to support your request for an extension. Only in extenuating circumstances may the instructor, with the Program Chair's approval, agree to allow a student to complete a supplemental assignment.

Instructors have the right to make their own late policies. Be sure to check the course outline to see what the late policy is for each class you are taking.

- Read each question carefully and choose the best response.
- Thoroughly erase any answer you wish to change.
- Any stray pencil or erase marks on the answer sheet may count against you.
- Return the examination, answer sheet, and any paper used to work out answers to the instructor or proctor when finished.
- Be sure to write your name and student identification number on all the papers before you hand them in to the instructor or proctor.

Missed Examination

If you are going to be absent for the writing of a scheduled examination, you are required to notify the program office **prior to the exam writing time**. Failure to notify will result in an exam grade of zero. Please see the section Examination Deferrals for more information.

Please do not plan vacations during exams. A vacation is not an acceptable reason for exam deferral.

Late Arrival for Exams

If you will be late for an exam, please email your proctor and/or your instructor to inform them as soon as possible prior to the exam starting. Failure to notify may result in an exam grade of Zero (0).

If you are late for an examination, you may not be able to write your exam if 25% of the exam time has passed. This is in order to ensure exam integrity. If you are allowed to come into the room late to write the examination, you will not be given any extra time to write.

Rescheduled Exams and Exam Deferrals

A rescheduled exam is a **planned request** due to non-emergency situations. It is the responsibility of the student to review the class schedule and determine priorities accordingly. Please discuss any issues with your instructor directly. If you have a need to reschedule an exam, you should note that vacations should be planned for designated College breaks and are not a reason for rescheduling. Academic penalties may apply if students choose not to attend exams.

An exam deferral is an **emergency or unplanned request** that causes a student to be unable to write an exam on the scheduled date. Steps for exam deferral include:

- a. Notify your instructor and exam proctor (if different) by email as soon as possible if you are going to be unable to write the exam as scheduled. .
- b. Submit a "Request for Deferral – Examination" form and provide documentation (e.g. medical note) if required to support your request.
- c. The instructor, with the Program Chair's approval, will make a decision about your deferral.
- d. Once a deferral is approved, you have two working days to contact your instructor to reschedule the exam. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
- e. Please note that if you have already viewed the exam, it is considered an attempt at the exam and the exam has been written, as per the examination policy.

On Your Desk During Exams

- You must present picture identification in order to write your examination. If you do not present identification, and your identity cannot be verified by faculty or staff, the examination supervisor will ask the individual to leave the examination room. You must place your College identification on the right corner of your desk and write your student identification number on the examination sheet. If you have forgotten your College identification, you may use other photo identification (e.g. driver's license).
- No cell phones, or personal devices are allowed during an exam. Ensure these are turned off prior to storing them for the exam. If your cell phone rings and disturbs the class writing the exam, you may be removed from the exam.
- You are allowed writing materials (pen, pencil, eraser) and other materials only as permitted (i.e. a calculator may be permitted)
- All personal items must be left in a locker or placed at the front of the room.
- Water bottles may be permitted during exams at the instructor's discretion.

Release of Examination Marks

Marks will be released on MyQuest. Do not approach the program staff regarding the exam results prior to the release of the marks. Your instructor will inform you should there be a delay in the release of marks.

If an exam mark is posted and you believe this mark to be inaccurate, then you must first approach your instructor to discuss the issue. If your instructor is unavailable, you may discuss the issue with a Program Chair, and arrange to have a content expert address your questions, explain the rationale for the mark you received, and the level of understanding or skill you would need to demonstrate in order to obtain full marks. If you are unable to resolve the issue in this manner, you may initiate an appeal process (see Appeals section).

Examination Reviews

Instructors will not return exams, but will review exam material with you. Should you fail to have an exam mark posted, your first course of action is to contact your instructor. If your instructor is unavailable, you may then contact a program team member and/or the Program Chair to address the issue.

Your instructor may review the exam with the whole class. If you still have questions after this review, or require an individual review, you will need to make a request for Exam Review within five days of the mark being posted.

For final examinations, your instructor may or may not be available to assist you with the review, but a designate will be provided.

Protocol for Writing Examinations

- **Academic Honesty**

You are expected to work on your own during an examination.

Be aware that glancing at the work of your fellow students or exchanging glances with other students is not appropriate. Communicating with other students in any way is prohibited.

Sharing your answers with other students during an examination is not allowed.

If you are writing an exam on Moodle, you are not allowed to open any additional windows on the computer. Instructors will be monitoring your online activity during exams.

It is recommended that you cover your work while you are completing an examination so others will not be tempted to glance at your answers.

- **Asking a Question**

If you have a question, raise your hand and the examination proctor will come to you.

- **Examination Materials for Paper Exams**

- Check to ensure that you have the correct number of pages.
- Ensure that you have the right style of multiple-choice answer sheet if one is required.
- All scrap paper used in the examination must be handed in to the proctor upon completion of the examination.

- **Personal Belongings**

All personal belongings (backpacks, purses, bulky jackets, cellphones, etc.). Must be left at the front of the classroom or with the examination proctor.

- **Technology**

Cellphones are to be turned off.

If you are expecting a call regarding an emergency situation, please inform your proctor. Your proctor will monitor your communication device while you write the examination.

If a calculator is being used during an examination, it will be provided to you by the program area. You cannot use the calculator on your cell phone or personal device.

- **Washroom Break**

It is highly recommended that you try not to leave the room during an examination.

If you must leave the room to go to the washroom, you must obtain permission from the proctor, give your examination, working papers, and answer key to the proctor prior to leaving the room. You will be escorted to and from the washroom area.

Examination in Moodle

Your instructor will indicate if exams are to be written in Moodle, and provide a link within the course.

Please come into the exam knowing your password so you can sign in for the exam!

Failure to respect examination policies and procedures may result in severe penalties on your exam marks and in an academic misconduct report.

STUDENT RIGHTS AND RESPONSIBILITIES

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal, educational, and social development of its students. This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.

The college expects that its students will be guided at all times by these principles in the work that they submit and the behaviour in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce under the provisions of the specific procedures related to this policy for the benefit of the entire college community.

Students Rights

Students have the right to:

- An educational environment that is safe, secure, and conducive to learning, and protects students from discrimination, harassment, indignity, or injury.
- The protection of their privacy according to college policy and privacy legislation.
- Reasonable and legitimate access to statements of college policies and procedures.
- Due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of college policy.
- Freedom of inquiry, expression, belief, political association, and assembly, provided that they are lawful and do not interfere with the rights of others or with the effective operation of the college or violate college policy.
- Reasonable and legitimate access to college buildings and facilities.
- Membership in an independent students' association, and participation in its governance and activities, subject only to its by-laws.
- Timely and accurate information about the content and requirements of their courses and programs.
- The availability of their instructors for assistance outside of scheduled class periods at mutually agreeable times and through mutually acceptable modes of communication.
- Reasonable and supervised access to their official student records as contained in their permanent file.
- Consult any written submission for which a mark has been assigned and to discuss the submission with the examiner.
- Request an impartial review of any grade.

Students Responsibilities

Students have a responsibility to:

- Assist in making the college learning community respectful, safe, and inclusive by personally refraining from (and discouraging in others) conduct that threatens or endangers the health, safety, well-being, or dignity of any person(s).
- Exercise their rights and freedoms with integrity, respect for the rights of others, and acceptance of accountability for their words and actions, whether acting individually or as a member of a group.
- Abide by all relevant college policies and participate in related procedures, as required.
- Familiarize themselves with academic regulations, including graduation and program completion requirements.
- Comply with the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement.
- Respect the property of others, including the college's buildings and facilities.
- Conduct themselves honestly in their academic work and responsibly in their non-academic behaviour.
- Comply with all requirements set out in course outlines, assignments, tests, and examinations.
- Adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences.
- Participate in class activities, as instructed.
- Respect the instructor's right to determine course content, instructional methodology, and evaluation.
- Respect the instructor's right to manage the classroom and to set norms for acceptable behaviour.
- Maintain timely and respectful communication with appropriate college offices and personnel, whether in-person or through electronic means.

In addition to these rights and responsibilities, students must familiarize themselves with the college's overarching Code of Conduct, as stated in [Board Policy No.8 – NorQuest College Code of Conduct \(52K pdf\)](#), which applies to all members of the college community.

COLLABORATION AND A RESPECTFUL LEARNING ENVIRONMENT

In most fields of study, students benefit from sharing ideas with their classmates, friends, or family. Often, during the exchange of ideas, an original idea can develop into a stronger or more complex idea. This is a benefit of classroom or online discussions between students. Therefore, students should read course materials before class and arrive with questions and ideas related to the topic to be taught.

Respect for your fellow students, faculty, and program staff is expected. Many controversial subjects are discussed and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

As well, hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, and genders. A NorQuest college education is inclusive and our students are supported and prepared to meet the needs of a diverse society with hands-on training with people from a variety of cultures, religions, and genders.

It is the student's responsibility to ask for clarification and initiate discussions with the instructor if expectations are not clear. For example, talk to your instructor if you are unsure

whether a learning activity is meant to be collaborative (e.g. group work) or individual (e.g. a reflective practice journal). If you have concerns regarding participation, please consult with your instructor.

It is important to note that collaborating on assessments that are to be done individually could lead to an academic misconduct report.

AWARENESS OF POLICIES

Again, it is your responsibility to read and ensure you understand the standard practices for your program area and the college. These include those in the College Calendar, this manual, and information provided to you by your instructor, Associate Chair, or Chair.

You will have to accept any consequences associated with not following the policies even if you do not read them.

ACADEMIC MISCONDUCT

Please review the following information provided by the Office of Student Judicial Affairs: <https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-misconduct.aspx>.

NorQuest College is committed to maintaining high standards of academic performance and integrity in order that all students may benefit equally from the opportunity to pursue their education in a learning environment that is characterized by high levels of fairness, trustworthiness, honesty, respect, and responsibility.

It is incumbent upon all members of the NorQuest community to uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.

Academic Misconduct

Academic misconduct may be defined broadly as the giving, taking, or presenting of information that dishonestly aids an individual or group in the determination of academic merit or standing. Common examples include, but are not limited to, plagiarism and cheating.

Examples of Academic Misconduct

Plagiarism is a form of academic misconduct that occurs when someone presents that has been created by another as his or her own work. Specific examples include:

- Presenting in any format the words, ideas, images, or data created by or belonging to someone else as if it were one's own
- Manipulating source material in an effort to deceive or mislead
- Submitting work that contains misleading references that do not accurately reflect the sources actually used

Cheating is a form of academic misconduct that occurs when someone employs an unauthorized means to obtain credit for work submitted; to gain advantage over others in the assessment of academic work; or to assist others in obtaining such advantages. Specific examples include:

- Accessing information from unauthorized sources such as other students or notes in the course of completing an assignment, test, or examination
- Being in unauthorized possession of evaluation materials in advance of their administration
- Collaborating on any project, assignment, or examination without prior permission

Related Information

- [Download the Academic Misconduct Procedure \(171k pdf\)](#)
- [Misconduct Report Form \(112k pdf\)](#)

For more information on this procedure, contact OSJA@norquest.ca.

USING APA

All work is to be referenced in APA format, unless otherwise indicated by the instructor.

The Learner Centre offers regular tutorials regarding APA, and more information can be found at: <http://libguides.norquest.ca/apa6>

As well, the Bookstore sells a beneficial guide: **Clearly APA: The NorQuest Guide to APA Style**

The Writing Centre is there to support you in using APA. Please access them in the Learner Centre for specific assignment assistance.

ACADEMIC PROGRESS

Students must complete all assessments in each course, with the exception of extenuating circumstances which may result in alternate arrangements or supplemental assessments as determined by the Program Chair.

Students must successfully obtain credit by achieving the minimum passing grade for each course, meeting the pre-requisites for each course, and maintain a GPA of 2.0 (C) in order to progress through the program. Lab courses include professionalism expectations, which must be met in order to pass the course.

Students must successfully complete all courses prior to practicum.

Students must complete all Diploma requirements within five years from admission.

Auditing a Course:

If you are interested in auditing a course (taking the course not for credit, with no assignments, exams, grades, evaluation, or progress reports), you must receive permission from the Program Chair or Associate Chair.

If You Are Unsuccessful in a Course (Grade of F or WF):

- You may be required to repeat the course.

- If you are repeating a course, you must complete all components of the course and may not submit any previously completed work.
- If you are repeating a lab course, be aware that students attempting the course for the first time are given priority if class capacity is an issue.
- You may register in other courses only if you meet the prerequisite and co-requisite requirements for those courses.
- You may attempt a course in the program only two times.
- Another delivery option may be available. Please discuss with the Chair/Associate Chair.

How to Calculate GPA

A grade point average (GPA) is a weighted average of a student's grades. GPA is calculated according to the formula using the credits assigned to each course and the grade points received. The calculations used in recording a student's grades are:

- $\text{Grade Points} = \text{Credits} \times \text{Grade Point Value}$ if 4.0 grade scale is used, or percentage grade if Percentage Grade Scale is used
- $\text{GPA} = \frac{\text{Total Grade Points}}{\text{Total Credits taken}}$

More information can be found at: <https://www.norquest.ca/about-us/policies-procedures/academic/assessment-and-grading-policy/assessment-and-grading-for-credit-courses-procedur.aspx>.

ACADEMIC PROBATION

Academic Probation is a means of identifying students at risk of not being successful in the program. When a student has failed two courses (or received a mark of WF) or failed to maintain a GPA of 2.0 (64%), they are placed on academic probation for their next 5 courses. While on academic probation, the student pass all courses and must maintain a 2.0 GPA. If the student fails a course (or receives a mark of WF) or is unable to meet the requirement of 64% (2.0) in their next 5 courses, the student may not be able to continue in the program.

A student is automatically put on Academic Probation under the following circumstances:

- The student is re-admitted to the program after being required to withdraw
- The student commits an act of academic dishonesty but is allowed to remain in the program
- The student fails two courses (receiving a mark of F or WF) while in the program
- The student's GPA falls below 2.0 (64%) in any term

Once a student has successfully completed the next 5 courses while on academic probation, they will be returned to status as a student in good standing.

Please note: there may be additional requirements that need to be met while on academic probation. These will be outlined for you by the Chair/Associate Chair. Students on academic probation will also be unable to register in future courses until meeting with the Chair/Associate Chair.

Withdrawal from the Program

Program and Course withdrawals may be initiated by the student or the program.

If a student is initiating a withdrawal for any reason, they are advised to discuss this decision with the Chair/Associate Chair to map out a plan prior to completing the withdrawal forms. Students who withdraw from the program need to re-apply and meet the current admission requirements for the program.

The Program Chair/Associate Chair will withdraw a student from the program if they:

- Are unsuccessful in their second attempt of a course (F or WF);
- Are unsuccessful in a total of 3 courses (F or WF)
- Are unsuccessful in a course while on academic probation (F or WF)
- Achieve a GPA below 2.0 (64%) while on academic probation
- Have taken more than 5 years to complete the program
- Do not attend the first two weeks of term
- Demonstrate a lack of academic progress (not enrolling in courses for more than one term)

When the program initiates a withdrawal, conditions for re-entry to the program will be outlined. These may include:

- Volunteer hours or work experience in the field
- Coursework as an open studies student (not in the program)
- Remedial work or workshops
- Evidence of self-reflection and growth (essays, reference letters)
- Evidence of supports in place for future success in the program

Exceptions

Exceptions regarding academic progress or withdrawals in the program may be determined at the discretion of the Program Chair/Associate Chair.

COMMITMENT TO PROFESSIONALISM FOR STUDENTS

Professionalism Expectations (and some examples that are assessed) include:

Adaptability	<ul style="list-style-type: none"> • Adapt to new situations, people, procedures and ideas • Display a willingness to approach situations in different ways to achieve better outcomes
Appearance & Dress Code	<ul style="list-style-type: none"> • Comply with lab dress code, proactively discussing any concerns with instructor • Use proper hand and personal hygiene

<p>Communication</p>	<ul style="list-style-type: none"> • Respect confidentiality of classmates • Convey information in a clear, respectful and organized manner • Demonstrate respect for the feelings and opinions of others • Develop positive working relationships with others • Use active communication skills that respect the learning environments • Proactively communicate concerns to instructor
<p>Honesty & Integrity</p>	<ul style="list-style-type: none"> • Demonstrate honesty, integrity, and accountability • Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)
<p>Personal Growth & Continued Competence</p>	<ul style="list-style-type: none"> • Demonstrate reflective practice in both written and verbal forms • Actively engage in lab activities • Implement actions to improve performance and skills based on feedback • Respond maturely and positively to suggestions and constructive criticism • Demonstrate self-confidence in labs, assessments, and other learning opportunities
<p>Problem Solving & Critical Thinking</p>	<ul style="list-style-type: none"> • Identify problems and recognize risks to safety • Analyze situations and carry out solution-oriented actions • Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity • Use available resources as appropriate to solve problems
<p>Collaboration & Teamwork</p>	<ul style="list-style-type: none"> • Engage in teamwork as an active, cooperative participant • Offer creative and appropriate ideas to further the goals of the team • Report pertinent information to others, as appropriate, in a timely manner • Contribute equally to team learning activities • Manage interpersonal conflict effectively • Identify appropriate situations for collaboration • Provide constructive feedback to classmates and instructional team • Share College resources (supplies, equipment, etc.) fairly

Attendance & Punctuality	<ul style="list-style-type: none"> • Adhere to attendance, punctuality, and absence notification requirements for labs, assessments
Work Habits	<ul style="list-style-type: none"> • Demonstrate preparedness for labs, assessments • Follow all NorQuest College and program specific policies and procedures • Maintain a clean and safe working environment • Plan and organize to successfully complete work for labs, assessments • Bring required materials & textbooks • Manage lab time effectively

SHARED RESPONSIBILITY AND LEARNER IMPROVEMENT PLANS

Your success in learning is a shared responsibility between you and your instructor. During the course of your program your progress will regularly be assessed. If, at any time you are having difficulty meeting course performance outcomes, you may be required to meet with your instructor. For minor concerns the instructor may provide guidance and direction verbally, or by email. Other concerns may warrant a Learning Improvement Plan, to advise you of any areas in which you need to improve.

The written Learning Improvement Plan is used to aid both you and your instructor to identify the areas of concern.

- The first portion of the Learning Improvement Plan, completed by the instructor, will outline his or her assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course/program objectives.
- The second part of the Learning Improvement Plan, completed by the student, clearly identifies the actions you will take to improve your chances of successfully completing the course/program requirements. The instructor may work with you to develop this action plan, or refer you to the Program Chair/Associate Chair who can help you to identify potential obstacles and discuss strategies for overcoming those obstacles.

The goal of the Learning Improvement Plan is to outline any areas of concern, steps to be taken in order to address those concerns, dates for reassessment, and persons designated to reassess your progress, as well as resources available to you and the consequences of not meeting the course/program objectives. If at any time you do not understand the expectations stipulated in the Learning Improvement Plan, please ask for clarification.

You are always welcome to have a person attend a Learning Improvement Plan meeting with you. This may be a counsellor, or other support person. You are responsible for arranging for that person's attendance, and will be asked at the start of the meeting whether or not your situation can be discussed freely in front of the person accompanying you. Your situation will never be discussed with this person without your attendance and consent.

During the meeting, your performance issues will be discussed with you, and strategies will be identified to help you become more successful. These items will be written down in a Learning Improvement Plan, as stated above. It will be your responsibility to follow through on the commitments that you make when building the Learning Improvement Plan.

If you are still unable to meet course/program outcomes, the consequences stipulated in the Learning Improvement Plan will be implemented.

ACADEMIC GRADE APPEALS AND STUDENTS COMPLAINTS

Should you disagree with a decision, you have the right to appeal. **If you disagree with a grade, you are asked to first speak with your instructor. If you have concerns about your experience in the program, please discuss with your Associate Chair or Chair.**

Processes regarding appeals and complaints are found at:

<https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-grade-appeal.aspx>.

The Student Complaint Report Form, used for grade appeals and complaints, is found at:

<https://www.norquest.ca/NorquestCollege/media/pdf/Judicial%20Affairs/Student-Complaint-Form.pdf>.

If you need assistance in this process, you may contact:

- The Office of Student Judicial Affairs at: OSJA@norquest.ca
- Your Student Navigator at student.navigator@norquest.ca

EVALUATION AND FEEDBACK TO THE PROGRAM AREA AND COLLEGE

It is important to NorQuest College that you receive quality programs and services and are able to find a job related to your education. In order to determine if the College is successful in meeting both goals, you are asked, at various points during the program, to provide anonymous and confidential feedback on the College and the Arts and Sciences Program. Requests for feedback will usually be in survey form, although periodically you may be asked to participate in an in-person focus group.

You will have a number of opportunities to provide feedback on your time at NorQuest:

1. **Class Pulse Checks:** These are instructor-led questionnaires to determine how students' needs are being met in the classroom, and what could be done to improve the learner experience. These are typically done before the halfway point of the course.
2. **Impromptu Feedback:** The Program Chair may make an impromptu visit to your classroom to do a brief survey on your experience in the program so far.
3. **Student Representative Committees:** The Arts and Sciences program elects a student representative to meet at least once per term with the Chair. The purpose of this group is to provide feedback to the Chair on the delivery of the program and learner experience.

4. **Program Instructor Student Feedback Questionnaire:** This is a formal survey that will determine your satisfaction with each of your instructors.
5. **Program Exit Survey:** This survey will determine your satisfaction with College programs and services.
6. **Graduate Follow-Up Survey and Focus Groups:** After graduation, you may be contacted by Institutional Research to discuss your experience in the program, and your current employment.

With the exception of the Class Pulse Checks, individual faculty members do not see the individual responses to the surveys listed. A summary of the results is compiled and provided to the Program Chair and to the instructor being surveyed.

Survey information is used by the College to continually assess and improve the program. Evaluation information is also collected for accreditation reporting purposes. This information is compiled with student names removed to ensure confidentiality.

APPLYING TO GRADUATE & CONVOCATION

You must initiate the graduation process by applying to graduate.

- Regardless of whether or not you attend Convocation, you must apply to graduate in order to receive your credential.
- Please monitor your student email and www.student.norquest.ca for important information **about applying to graduate and planning for convocation.**
- Please review the Graduation and Convocation Checklist at:
- <https://www.norquest.ca/current-students/convocation/graduation-and-convocation-checklist.aspx>.
- Please note that strict deadlines apply to this process that may impact you receiving your credential.
- Convocation for all programs at the College takes place in May each year at the Winspear Centre in downtown Edmonton. Our team looks forward to this event each year, as an opportunity to celebrate the hard work and success of our students.

STUDENT CAREER AND EMPLOYMENT SERVICES

As you prepare for entering your chosen career, remember that Student Career and Employment Services organizes a number of job fairs each year and is a valuable resource in preparing for employment. Experts will review your resume, conduct mock job interviews with you, and assist you with effective job search techniques. More information on their services can be found at: <http://www.norquest.ca/resources-services/student-services/student-career-employment-services.aspx>.

This service is available to you up to one year after you graduate from your program.

STAY IN TOUCH!

Your instructional team has invested in your success, and we love to hear how our graduates are doing in the workforce or in furthering their studies. Please keep in touch with the program area via the Chair or Associate Chair and let us know how you're doing. As we continually seek to ensure our programs are meeting the needs of the workforce, we may even ask you as an alumni to speak about your experience in the program at a recruitment event, or participate in a focus group.

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