

Student handbook

Faculty of Business, Environment and Technology



Land acknowledgement

We would like to begin by acknowledging that we are on the traditional lands, referred to as Treaty 6 Territory and the homeland of Metis Region #4. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, Métis, and Inuit. We also acknowledge that the City of Edmonton and all the people here are beneficiaries of Treaty No. 6. which encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called these lands home since time immemorial.

NorQuest acknowledges the treaty, the land and the territories of Indigenous peoples as a reminder of:

- Our responsibility and obligations to the land and to Indigenous peoples,
- Our accountability to addressing the ongoing impacts of colonization that are distinct to Indigenous peoples and communities,
- Our work together in remembering the spirit and intent of the Treaty towards right relations.

The student handbook

This handbook is designed to assist you in meeting your career goals and to help ensure that your learning experience at NorQuest College is a positive one.

We would appreciate any feedback that you can provide to your instructional team about your learning experience and about the program. Your comments will help us continue to provide quality education for our students.

We wish you every success in achieving your career goals!

Please note that students are responsible for awareness of information in this manual, and of all policies listed on the [NorQuest College website](#).

Faculty leadership



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Programs



Program roles and responsibilities

Students in the Faculty of Business, Environment, and Technology (FBET) will work with the following instructional team members:



Instructors

Responsible for

Distributing course outlines, schedules, materials, assignments, and exams
Monitoring and recording student progress
Grading student assignments and providing feedback to the students



Program Chair,
Associate Chair or
Designate

Responsible for

Working with students to outline their program plan
Providing information if:
You want to change course registration
You have failed, withdrawn, or need to take a break from the program
You would like to transfer to another delivery option
Approving final course grades



Administrative
Support

Responsible for

Responding to student inquiries
Booking appointments to see the Associate Chair, or Program Chair
Supporting organization of events including orientation
Issuing permission numbers granted by program areas
Coordinating communication with students (sending newsletters, updates on behalf of the program, etc.)

Program requirements for success

All FBET Programs are designated as BYOD (Bring Your Own Device) where you will be required to bring a compatible device to class. Please note that certain devices (e.g. Chromebook, MACs) are currently not supported and will require additional user skills and adaptations to use. Please refer to the technical requirements found on our website for complete information.

For more information please see: [Bring Your Own Device](#)

For Machine Learning Analyst Diploma students, laptop specific requirements will be emailed prior to the start of the term.

DIGITAL LITERACY

OPPORTUNITY

MS Office 365
Moodle
MS Teams
Blackboard Ultra
Online Learning Resources



Create



Understand



Use

SKILLS

File management skills
Keyboarding skills
Navigation skills
Internet search skills
Digital presentation skills

COMPETENCE

Creativity
Curate information
Collaboration
Critical thinking and evaluation

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 to attend class, some learning experiences (e.g. labs, exams, clinical, practicum, and Workplace Integrated Learning (WIL)) may be mandatory. If you have questions regarding mandatory attendance days, please speak with your instructor or review the course outline. The course outline will specify the attendance policy in each course. Take the time to learn the expectations regarding attendance for each course.

Here are some guidelines regarding attendance:

- **Missed Coursework:** Please treat your classroom as a workplace. Let your instructor know in advance if you cannot attend and plan to complete missed coursework.
- **Absence During Term:** Vacations should be planned for scheduled College breaks (e.g. Reading Week, etc.). where possible, communicate absences with instructor in advance.
- **Field Experience:** Please note that if your program has field experience (practicum), the hours need to be completed as described in the course outline.

International students: Contact the [International Student Services](#) for guidelines related to attendance.

Lab Requirements

Your instructional team will provide you with an orientation to lab requirements for your program. These may include expectations with respect to dress code, required materials to bring to the lab, and strategies to prepare for lab experiences, as well as a code of conduct for the labs. All students need to learn, and follow, the lab requirements of their program area.

Learners in the Machine Learning Analyst Diploma (MLAD), or registered in CMPT courses with labs, will be notified of software and application requirements in advance of the lab starting. All CMPT labs are BYOD in accordance with the Technology Program area technical specifications. HyFlex labs are available to learners registered in the HyFlex lecture section of the Course. Students registered as in-person for a lecture must attend labs in-person using their own devices.

Academic Schedule

The [academic schedule](#) provides important dates, schedules, closures, and deadline information for the college. Log into MyQuest to see precise dates for your classes.

There may be additional dates specific to your given program. Read your course syllabus for additional date to note.

MyQuest/Outlook

Once you apply to a NorQuest program, you are issued your lifetime **MyQuest** username and password.

You can access MyQuest anywhere there is Internet. You should regularly update the details on your MyQuest account including your phone number and your home address. This will ensure that we can reach you and that your official documents are sent to the correct address.

For more information, please see: [MyQuest](#)

Outlook is the college e-mail used to communicate with you and is the official communication route for all student information. We encourage you to check Outlook daily.

When communicating with the College:

- Include your name and student ID number in your e-mail/voice messages to instructors and support team.
- Send all e-mails to the College using your Outlook email address (your@norquest.ca email).

Practical Tips

Your program is a fast-paced, demanding program designed to prepare you to enter a similar workplace, and your instructional team is eager to partner with you in this endeavor. Here are some tips for success:

Plan your program	Be successful in courses	Stay informed
<ul style="list-style-type: none">• Attend student orientation for information about your program• Create an enrolment plan with a student advisor• Connect regularly with your instructional team• Ask for help from your administrative support team	<ul style="list-style-type: none">• Read before class• Create a schedule of due dates for labs, assignments and quizzes• Engage your instructor regularly and participate in class discussions• Form study groups• Make a plan to study, review, and assignment preparation time.• Connect with Tutorial and Academic Coaching Services for help with course and general writing tips• Connect with the Centre for Growth and Harmony if you need resources or assistance with time or stress management	<ul style="list-style-type: none">• Check your Outlook daily for important updates• Check the NorQuest website for general information and updates• Check your MyQuest page for important information and outstanding tasks

Assignments

APA format

APA format All work is to be referenced in APA format, unless otherwise indicated by the instructor. The NorQuest Library does not proof-read or edit citations but does provide guidance regarding APA, including an [online guide](#)

Late assignments

Assignments are due on the date/time specified on your course outline. Late assignments may not be accepted after the scheduled due date/time. For a late assignment worth less than 10%, students may contact their instructor before it is marked and returned. The instructor's decision will be final.

Pass/fail assignments not submitted by the scheduled due date/time will receive an automatic fail on that assignment.

Vacations are not considered an acceptable reason to hand in an assignment after the due date. Exams or assignments in other courses due at a similar time do not qualify as extenuating circumstances.

Business and Technology students: Please read *Deferred Assessments (Business Students)* for information on how to request a deferral for late assignments worth 10% or more.

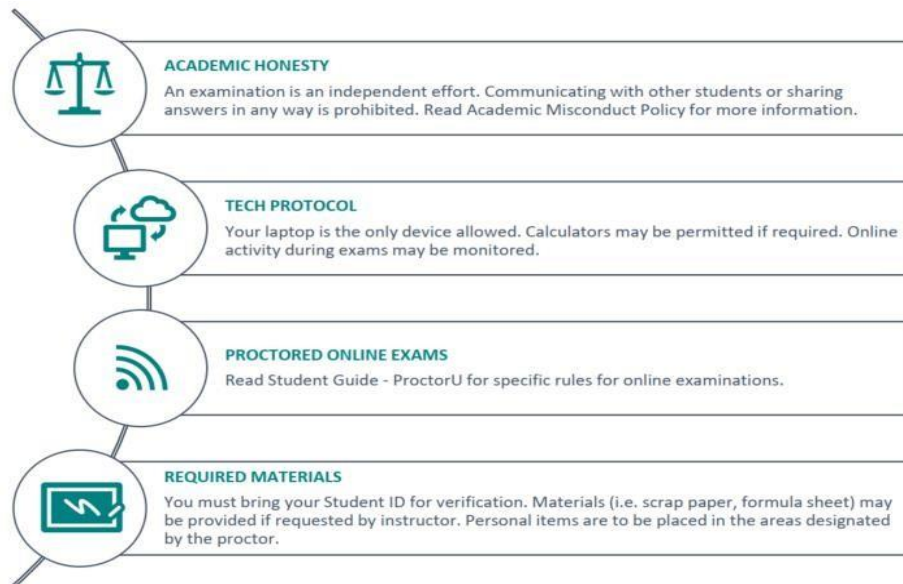
Examinations

Examinations are used to assess mastery of course outcomes in many courses. Each course outline specifies the examinations you will be required to write and the passing grade you will be required to achieve to meet course requirements. Although not all exams are proctored (supervised), many exams must be proctored. You must write your exam using the process determined by your instructor. Face-to-face (F2F) and HyFlex classes will have a predetermined date, time and location determined and those will be informed by your instructor and will be shared with the class.

If you are unable to attend the exam, please refer to the section entitled "Exam Deferrals". You should try to cancel your exam booking as far in advance as possible. Failure to notify the proctor about the cancellation may result in additional costs to you.

Examination Guidelines

Preparation is the best way to guarantee success in examinations. Students must conduct themselves honestly and familiarize themselves with academic regulations related to examinations.



Your program may have other policies and procedures with respect to exam writing. It is your responsibility to review and follow all rules and expectations. Please contact your instructor if you have questions about the rules and expectations. Failure to respect examination policies and procedures may result in severe penalties with respect to your exam marks as well as an academic misconduct report.

Arriving at or Leaving Examinations

If you know you will be late for an exam / test, please email your proctor and/or your instructor to inform them as soon as possible prior to the exam / test starting. These unexpected situations must always be substantiated with appropriate documentation.

Students will not be allowed to write an examination / test if 25% of the exam / test time has passed. If you arrive after 25% of the total writing time has passed, you must then request to defer the writing of the exam / test to another time. Approval of such a request, which is not guaranteed, is at the discretion of the course Instructor and Program Chair and will be based on a number of factors.

Students may not leave an examination / test until 25% of the total exam / test time has passed. The 25% rule for entering and exiting an exam/ test is in order to ensure exam integrity.

Writing Examinations – Proctored

Students in Hyflex (H) sections only have the option to complete one or more proctored assessments per course. This service is at a cost to the student and may include penalties for late requests or rescheduling. The course instructor determines the number of assessments to be proctored.

NorQuest College uses the online proctoring service ProctorU. A remote proctor will use the student's computer's webcam to monitor the exam in progress. A student's computer system must meet ProctorU's minimum Technical Requirements. To learn more about ProctorU, visit the ProctorU Test-Taker Help Center.

Students who opt to take their examination online will be charged a fee. For more details, visit [NorQuest Eproctor Testing Services](#).

Writing Accommodated Exams

If you have exam accommodation set up by Accessibility Services, Accommodated Exams will set up your exam accommodations for each of your quizzes, test, or exams – including those that are supervised (proctored) and those that are unsupervised (unproctored).

Please review your course outline for specific details about your exam and check with your instructor (or on Moodle) if you have any questions about how and when your learning will be assessed.

For more information, please see: [Accessibility Services](#)

Examination Conflict

An examination conflict may occur when a student has two or more final examinations at the same time on the same day. This also applies to 3 or more exams scheduled within a 24-hour period. The following are not an examination conflict:

- 3 or more final examinations within a specified period (i.e. 24 hours)
- Having 2 examinations scheduled on the same day but at different times.

An examination conflict may be accommodated at an alternative time if proof is submitted to the instructor validating the conflict. Contact your instructor to set up an alternate arrangement.

Missed Examinations

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**. Please refer to the [Rescheduled Exams and Exam Deferrals](#) section for more information. Do not plan vacations during exams. A vacation is not an acceptable reason for exam deferral.

FBET students: Please read *Deferred Assessments* for information on how to request a deferral of a missed examination.

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.

FBET students: Please read *Deferred Assessments* for information on how to request a deferral of a missed examination.

Deferred Assessment

A deferred assessment allows a student to either postpone an exam or extend the submission date of coursework (assignment) due to an **unexpected** and **documented**, compassionate and compelling reason, such as (but not limited to) a medical condition, family crisis, and bereavement.

A request for a deferred assessment may be made for assessments (coursework and examination) worth 10% or more and must be accompanied by appropriate documentation (e.g. medical note) in order to be processed for approval by the program chair (or designate). Students should send an email with the following information directly to their instructor **within 72 hours** after the assessment:

- a) Name, Student ID
- b) Course Name, Course Code, Section, Instructor
- c) Name of Assessment (Mid Term -1, Quiz-1, Assignment – 1 etc.)

- d) Original Date of Assessment
- e) Reason for missing the assessment.
- f) Supporting documentation

Steps for deferred assessment include:

1. Email your instructor and exam proctor (if different) as soon as possible with subject heading "Request for Deferred Assessment."
 - Provide documentation (e.g. medical note) to support your request.
2. The instructor will make the decision with regards to your request for deferral.
3. Once a deferral is approved, you have 2 working days to contact your instructor to reschedule the exam.
4. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
5. Deferred assessment does not apply to examinations that have already been viewed by the student.

Release of Examination Marks

While each program may have specific guidelines regarding the release of examination marks, typically, your examination marks will be released within 10 business days of writing your exam. Your instructor will advise you should there be a delay in the release of marks. Please do not contact your instructor about your exam results prior to the release of marks.

Individual exam results will not be discussed with students until all class exam marks are released.

Examination Review

You may request an exam review with your instructor within 5 business days of the exam marks being released.

- Exams may be reviewed individually in a meeting with your instructor.
- You may ask your instructor questions about the exam during the meeting. In order to protect exam integrity, you will not be permitted to take notes, screen-share, or take pictures of the exam.
- Each program may have further specific guidelines for exam review that may supersede these guidelines. Please contact your program area for further information.

Accommodations for students registered with accessibility services.

Students with an experience of disability can receive accommodations after registering with Accessibility Services. Please visit the Accessibility Guide [here](#) for more information about the services available for accommodated students at NorQuest.

Students are not required to disclose their disability to instructors. However, students are responsible for providing instructors with information about their individual accommodations. This includes classroom, exam, and WIL/placement accommodations.

If you have exam accommodations set up by Accessibility Services, you will write your exams with Testing Services. Please find detailed information about how to book your exams [here](#).

Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.

For more information:

- Policy and procedures: [Duty to Accommodate Students with Disabilities Policy](#) | [Testing and Exam Accommodations](#).
- Students registered with Accessibility Services can book an appointment [here](#).

- Sign Language Interpreters: Email: interpreter.signlanguage@norquest.ca, Tel: 780-644-6084
- Accommodation registration and services: [Accessibility Guide](#) | [Services for Students with Disabilities](#)

Academic progress

To obtain credit for each course, you must achieve the minimum passing grade. If you receive a grade of F or WF, you will be required to repeat the course. Students must receive a passing grade in each course to progress through the program.

How to Calculate GPA

For information on how to calculate your GPA, and/or how to qualify for Honours distinction, please see here: [GPA](#)

Grade Appeals

Understanding the grade appeal process

1. Student has reasonable cause to question a grade of an assignment, a test/quiz, an examination received in a class.
2. Within 5 days of receiving the grade, the student should meet with the instructor to discuss. The student may be accompanied by an attendant for any meeting.
3. You can appeal for 3 reasons:
 - error in calculation.
 - inconsistency with syllabus
 - final grade does not contain all assignments.
4. Unresolved?
 - Appeal to the Program Chair. **The decision of the program chair is final.**

If the grade appeal results in a changed grade, the instructor will initiate the grade change.

You can contact your program Academic Advisor to help you book a meeting with the Program Chair.

The [Office of Student Judicial Affairs](#) can help you prepare an appeal but it is up to you to bring the concern forward to the instructor and/or program chair.

A member of the [Office of Student Judicial Affairs](#) can accompany you to a meeting; however we are not able to advocate on your behalf. The Office of Student Judicial Affairs has no position in a Grade Appeal.

Academic Grade Appeal Procedure

Information about appeals relating to admissions, transfer credit, enrolment and finances is provided by the [Office of the Registrar](#).

Course Withdrawals

You may withdraw from any credit course at any time prior to completion; however, academic and/or financial penalties may apply.

Please see [Changes to Enrolment](#) for additional information.

Failing a Course and/or Practicum

A student may be withdrawn from a program under the following circumstances: You are unsuccessful in 3 or more courses in one term, or unsuccessful twice in the same course. You were placed on academic probation in the previous term, then failed a course.

Business students who fail the field or co-op experience may be able to re-take it or take another elective to complete program requirements.

Open Studies students who fail program courses and later apply to the program may need to meet with the Program Chair or designate to plan their program completion.

Repeating a Course

If you are unsuccessful in a course, you will be required to repeat all parts of the course. This includes all examinations, assignments, or lab assessments required for that course. In subsequent attempts of the course, you cannot re-use assignments from previous attempts. Students are only permitted to attempt a course three (3) times as per the [Repeat Course Procedure](#). Additional attempts require program authorization. Students who are required to repeat a course must pay the tuition for that course. You may only enroll in other courses if you have met all the pre/co-requisites.

Academic Standing

As outlined in the [Academic Standing Policy](#), academic standing is a learner's academic status based on a calculation of Grade Point Average (GPA) at the end of each term and the completion of Pass/Fail (P/F) courses.

To remain in good academic standing in the program, a minimum term grade point average (GPA) of 2.0 and a passing grade in all Pass/Fail courses (no WF or F) is required.

For information on how to calculate your GPA, please see here: [GPA](#)

Please refer to the [Academic Standing Procedure](#) for more information, including details on:

- the 4 categories of academic standing,
- the college's response to a student's academic standing,
- the appeal processes, and
- returning to the program after withdrawal due to poor academic performance.

Academic Warning

After the term is graded, if you do not meet the requirements for Good Standing in the program, you will receive an Academic Warning (AW) status.

The Office of the Registrar communicates the AW status in writing before the add/drop deadline of the subsequent term. Students with an AW status will be given the option to co-develop an individualized Learner Success Plan.

Please see the [Academic Standing Procedure for additional details](#).

Program Withdrawal

Program withdrawals may be initiated by the student, the program, or the College. Please see [Changes to Enrolment](#) for additional information.

If you are initiating a program withdrawal for any reason, you are advised to discuss this decision with your Program Advisor to map out a plan prior to completing the withdrawal form. Students who withdraw from the program need to re-apply and meet the current admission requirements for the program.

Required to Withdraw from Program

Students who receive an Academic Warning (AW) status in two subsequent graded terms or repeated failure (WF or F grades) of the same required Pass/Fail (P/F) course will be Required to Withdraw (RTW) due to unsatisfactory academic performance.

The Office of the Registrar communicates the RTW decision in writing before the add/drop deadline of the subsequent term and will record the RTW decision on the student transcript.

Students who meet the RTW criteria may appeal the withdrawal within five (5) business days of receiving the RTW notification from the Office of the Registrar.

Please see the [Academic Standing Procedure](#) for more details

Re-admission following Program Withdrawal

Students wishing to return to the program after a Required to Withdraw (RTW) decision must submit an application. If 12 months have passed since the withdrawal decision, the student is required to meet the program's current admission requirements.

Please see the [Academic Standing Procedure](#) for more details.

Program Completion

Students must pass all courses and achieve a minimum cumulative grade point average (GPA) of 2.0 in the program's courses to qualify for graduation.

Student rights & responsibilities

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, 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 always guided by these principles in the work that they submit and the behavior 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 for the benefit of the entire college community.

It is your responsibility to read and ensure you understand your programs and the College's rules regarding student conduct.

Code of Conduct

Please familiarize yourself with the college's overarching Code of Conduct, which applies to all members of the college community. You are expected to uphold a high standard of personal conduct during your time at NorQuest in preparation for your work in your chosen field.

For more information on the Code of Conduct, please see: [Code of Conduct](#)

Academic Misconduct

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. All members of the NorQuest community must uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.

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.

For more information, please see: [Academic Misconduct](#)

Non-Academic Misconduct

NorQuest College is committed to maintaining high standards of non-academic conduct and all members of the NorQuest community must uphold these standards.

Non-academic misconduct may be defined as any behavior that:

- adversely affects the learning of others or the college's educational mission.
- violates civil or criminal statutes.
- threatens the safety or well-being of members of the NorQuest community.
- violates the ethical standards set by professional associations or the workplace standards set by practicum, clinical, or volunteer placement agencies.

For more information, please see: [Non-Academic Misconduct](#)

Transfer Credit

You 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: [Transfer Credit](#).

You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your Transfer Credit Request form – found at: [Transfer Credit Form](#) at least one month prior to the start of term.

Orientation

Please watch your @norquest.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.

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.

University Transfer

Please note that certain courses are administered by the University Transfer department. These include but are not limited to English, Math, Statistics, Biology, Ecology, Sociology, Psychology and Health Education courses.

While taking these courses, you are subject to policies of the University Transfer department, which can be found on your course outlines for these courses. Any questions or concerns should be directed to your instructional team.

Open Studies

Some program courses are designated as “Open Studies” (OP). These courses are available to students from other programs and Open Studies students. Students might choose to take Open Studies as a pathway to a credit program, for general interest, or as a visiting student.

For more information, please see: [Open Studies](#) or you can reach out to FBETStudent@norquest.ca and we will be able to assist you. During your studies in the OAP Business courses you will receive assistance with questions, concerns and also with registering into your program.

Students may also pursue the Open Admissions Pathway for Business (OAPB) via Open Studies. OAPB was established to overcome barriers to entry for students who may not meet existing program requirements (due to grades, missing courses, etc.). With this program, students are able to begin their studies, earn credits towards their certificate or diploma and earn entry into the business program of their choice.

For more information, please see: [Open Admissions Pathway for Business](#)

College information

Section two

[REDACTED]

[REDACTED]

[REDACTED]

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-centered approach.
- Set clear expectations, measure results and demonstrate accountability.
- Promote teamwork, cooperation and sharing throughout the College.
- Follow fair process in accomplishing our objectives for more information

Our commitment

The NorQuest Learning Experience

Your experience as a learner 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 in the field, 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 career or to continue your education.



Campus

The two main buildings on campus where the majority of campus services are housed are:

Civic Employee Legacy Tower (CELT) – located at 10215-108 Street.

Singhmar Centre for Learning (SCFL) – located at 10215-108 Street.

For a detailed look at all of our campus location, please see: [Campus Map](#)

NorQuest College is committed to providing a safe environment for students, staff, Faculty, and visitors. Please review the following procedures:

[Evacuation Lockdown](#)
[Threats of Violence](#)

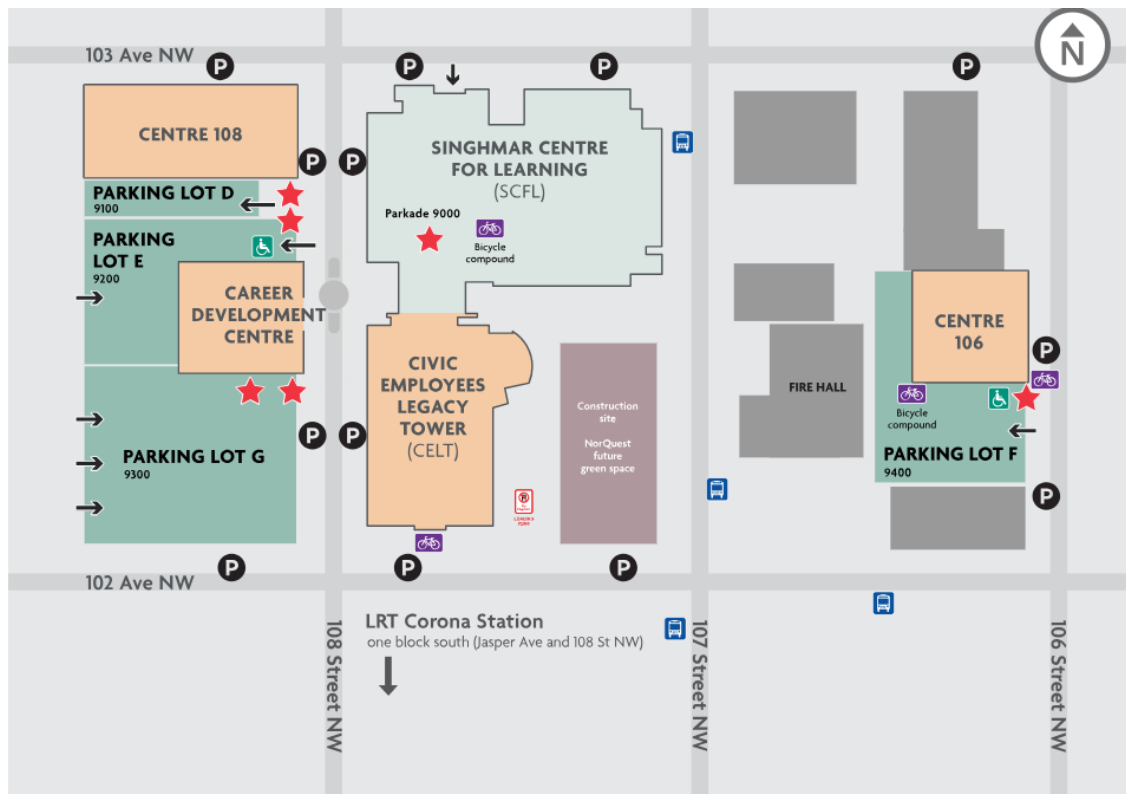
Please note that all of our campuses are non-smoking and scent-free. No scented products are permitted in the classroom, lab, or clinical setting.



Locker Rentals

A limited number of lockers on Edmonton campus can be rented. Locker rentals are on a first-come/first-served basis. For more information, please see: [Lockers](#)

Parking



LEGEND

- | | |
|---------------------------------------|--------------------------|
| Hourly meter parking | Parking lots |
| Parking for persons with disabilities | Parking lot access point |
| Bicycle rack and/or compound | Parking pay machine |
| Edmonton Transit System (ETS) | |

Academic & Student Services

Service/Area	Description	Contact
Centre for Growth and Harmony (Health and Wellness)	Connect with someone to support you – You can call or email to book an appointment with a Centre for Growth and Harmony Student Health & Wellness, Social Worker or Psychologists. *	wellness@norquest.ca 780-644-6155 (Monday-Friday 8:15 am – 4:30 pm)
Computer Commons	Computer Commons is responsible for assisting students who are having difficulties accessing the College website, Outlook, MyQuest, Moodle and more.	780-644-6100 or visit studenthelp.norquest.ca
The Core (Bookstore)	You can purchase your books at The Core. The store will have new and used books. Visit the website to learn more about a buy-back program to sell back your books.	thecore@norquest.ca 780-644-6200
Financial Aid	Student Financial Advisors specialize in helping students identify their eligibility for a number of different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.	780-644-6130
Miyo-pimatisiwin	Services offered at Miyo-pimatisiwin at NorQuest College provide learners with a complete education that attempts to balance strong academic foundations with Indigenous Culture.	indigenous@norquest.ca 780-644-6772
International Student Services	The International Student Office offers a wide range of support programs and services, committed to the unique needs of our international students.	international@norquest.ca 780-644-6128
Learner Centre (Library)	The NorQuest Library (located in Learners Centre) is dedicated to supporting students as they strengthen their abilities to find, evaluate, and use research in their academic and personal lives.	library@norquest.ca 780-644-6070
Office of the Registrar	The OR is responsible for advising prospective students, admission, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, managing transfer credits and requests , and transcripts .	info@norquest.ca 780-644-6000
OSJA (Office of Student Judicial Affairs)	The Office of Student Judicial Affairs coordinates the administration of Student Judicial Affairs Policy. The Office oversees student academic and non-academic conduct, grade appeals, and student complaints, as well as provides a means for dispute resolution.	osja@norquest.ca 780-644-6490 Student Complaints Procedure here .

<p>Reflection Room</p>	<p>NorQuest College is a vibrant, inclusive, and diverse community that recognizes the spiritual and religious aspects of our students and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the College community.</p>	<p>wellness@norquest.ca 780-644-6155</p>
<p>SANQC (Student's Association)</p>	<p>All students are encouraged to get involved with your students' Association. You can do this by running for a spot-on Students' Council to represent your fellow NorQuest students, getting involved in a student club or by signing up for SANQC's volunteer program to help out with a variety of fun and exciting activities.</p>	<p>students.association@norquest.ca 780-644-6250</p>
<p>Accessibility Services</p>	<p>NorQuest College offers a wide range of services to support students with disabilities. Support services including assistive technology, academic coaching, accommodated exams, sign language interpreters, and instructional assistants can be arranged.</p>	<p>Location: SCFL: 2-096 To register with Accessibility Services please email or call: disabilityintake@norquest.ca 780-644-6130</p>
<p>Student Advisors</p>	<p>Navigators are your go-to people for everything from general inquiries to specific questions about your personal situation. If you need help or assistance navigating college services, policies, or processes, your navigator can point you in the right direction.</p>	<p>student.navigator@norquest.ca 780-644-6130</p>
<p>Career Centre</p>	<p>The Career Centre is here to help you prepare for jobs, work-integrated learning, and future careers. Meet with a career coach to learn how you can plan for career success.</p>	<p>careercentre@norquest.ca 780.644.6160</p>
<p>Tutorial and Academic Coaching Services</p>	<p>NorQuest College has free tutoring and coaching services for students in all programs. Tutors and Academic Coaches work with students one-on-one and in small groups to review course material, guide them with homework and assignments, and build academic skills, such as time management and test-taking.</p>	<p>tutorial.coaching@norquest.ca 780-644-5864</p>
<p>Intercultural Child and Family Centre</p>	<p>The 1000 Women Childcare Centre opened in October 2017. The childcare Centre offers safe and accessible services to NorQuest students and employees, and the community. A total of 56 spaces are available for children who are twelve months to five years of age.</p>	<p>childcare@norquest.ca 780-644-6029</p>

*Students can also access drop-in services on a first-come-first serve basis. Services are offered face-to-face and virtually. Please note face-to-face is available at the downtown campus.

Further contact information for College Services can be found here: [College Directory](#).

Respectful learning environments

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, you should read course materials before class and arrive with questions and ideas related to the topic to be taught.

Please respect your fellow students, faculty, and program staff. You will discuss many controversial subjects 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.

Please 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.

Work Integrated Learning (WIL)

Field Experience/Co-op Overview

Work-Integrated Learning is an intentional practice that guides students through the process of learning through experience. There are two options for WIL in the Faculty of Business, Environment and Technology: Field Experience or a Co-op (summer internship).

In the Field Experience, students will spend 150 hours working in an entry-level position in their field of study and will practice the skills learned in their program in a supported environment. Field experiences

are generally unpaid, and the work is done in a supervised setting. For the Co-op, students will apply and compete for potential placements and work full-time over the summer months. Students will be required to complete a Preparation for Employment course to prepare them for the Co-op and work with their Career Coach over the course of two terms prior to the field experience.

The WIL component of the program is vital to students' overall learning experience. The experience allows for hands-on practice in your chosen discipline and provides opportunities for self-reflection. A successful WIL experience includes a strong partnership between the student, the College, and the WIL site.

Each student is supervised by a mentor/supervisor at the site, who will provide informal and formal feedback and a NorQuest College representative who monitors the student progress. The successful completion of these courses is dependent upon students ensuring they have met the required hours in a professional manner and successfully completing all the critical reflections and requirements of the course. Conversations between the employer-partner and the NorQuest Career Coach will also factor into the determination.

The WIL experience may require that you submit a clear **Police Information Check (PIC)** prior to attending WIL. Your PIC may be required to include a vulnerable sector check if you are older than 18 years of age. Any fees required to get a Police Information Check are your responsibility. For more information, please refer directly to your Career Coach or contact careercentre@norquest.ca

Requirements for WIL Participation

To participate in a WIL experience, you must:

1. Successfully pass all prerequisite courses and obtain the minimum of at least a 2.0 GPA.
2. If you are an international student, you will need to have applied for a Co-op Work Permit through the College's International Office.
3. Complete any additional requirements as stipulated by your Career Coach.

The Process

Students are not to contact potential WIL sites, as these must be arranged by the College.

You will be provided with detailed information, including a WIL handbook and workshops, as you prepare for your WIL experience.

WIL experiences will be coordinated by the College. The steps are as follows:

1. Register for the course at least 2 months prior to the course start date. (Co-op should be Registered for in fall term).
2. Your Career Coach will connect with you to discuss your career goals and look to find a suitable placement or help you apply to various co-op positions.
3. You will be responsible for working through each of the steps in your account in the CareerQuesthub.
4. Read all information found in the WILCEC Handbook and sign all required paperwork/steps in the CareerQuest hub.
5. Set up a meet and greet with your employer-partner when the Career Coach has provided this information.
6. Track hours, follow the attendance policy, and complete evaluation forms and any required assignments during your WIL experience according to stated deadlines.

Student representation



Program Advisory Committee (PAC)

Each program in the Faculty of Business, Environment, and Technology has an active Program Advisory Committee, made up of students, educators, practitioners, industry leaders, and alumni.

The purpose of this committee is to provide guidance to the program area to ensure the curriculum and its delivery is current and workforce relevant.

Students' Association

The NorQuest Students' Association advocates on behalf of students to the College, government, Student Finance Board, and other organizations regarding issues that concern students. The Students' Association also organizes a variety of social and cultural events within the College. You are encouraged to become involved in the Student Association.

More information on events, services, and opportunities to be involved are found at: [SANQC](#)

Academic Council

The Academic Council is a group of students, faculty, and administrators who come together once a month to exchange information and viewpoints on academic affairs. Elected by the Students' Association, ten students represent their peers on this council. For more information please see: [Academic Council](#)

Evaluation & feedback

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 your 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:

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.

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.

Program Instructor Student Feedback Questionnaire: This is a formal survey that will determine your satisfaction with each of your instructors.

Program Exit Survey: This survey will determine your satisfaction with college programs and services.

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



Please see: [Applying to Graduate](#)

What's next?

Career Centre

Career Education Centre is here to help you prepare for jobs and future careers. We empower students through real-world experiences, connections to industry, and professional skill development. Meet with a career coach to learn how you can plan for work-integrated learning or career success. Connect with us throughout your time at NorQuest to maximize your ability to find employment.

Access free career supports during your time at NorQuest and for up to six months after you graduate from your program.

Learn more at: [Career Centre](#)

Continuing Your Education

Perhaps you see your credential as a stepping-stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions. In some cases, you will be able to access block transfer agreements that give credit for the entire program of study.

Please ask your Program Chair or consult the College Calendar for the most current transfer agreement information.

You can also visit [Transfer Alberta](#) for the most up-to-date information.

Alumni Association

As a graduate of NorQuest College, you are a member of the Alumni Association. Benefits to this membership include savings on different services and the opportunity to stay connected to the College.

Learn more at: [Alumni](#)

Stay in Touch!

Your instructional team have 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 to speak about your experience in the program at a recruitment event or participate in a focus group.

Follow FBET on social media

- LinkedIn [click here](#)
- Twitter [click here](#)

Questions?

Please do not hesitate to contact any of your instructors, the Chair, or other College staff who may be able to help with any question or need you have.

Have a great academic year!

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