

The background of the entire page is a photograph of a building facade with several green banners hanging from it. Each banner features a large yellow lion rampant and the text 'ST. CLAIR COLLEGE' in white. In the foreground, there are large, semi-transparent geometric shapes in yellow and white. A yellow crest, identical to the one on the banners, is positioned to the left of the main title.

JUST THE FACTS

ST. CLAIR COLLEGE

FALL 2024

Contents

REGISTRATION PROCEDURES	3
FEE PAYMENT FOR NEW AND RETURNING STUDENTS.....	3
PAYMENT METHODS	3
CHOOSING AN ELECTIVE	3
MANDATORY TRAINING MODULES FOR ALL STUDENTS	4
ABOUT YOUR FEES 2024/2025	5
TUITION FEES.....	6
FEE PENALTIES.....	6
TOTAL CONTACT HOURS and YOUR TUITION	6
PART TIME STATUS.....	6
WITHDRAWAL FROM YOUR PROGRAM	6
RECEIVING A REFUND.....	6
IMPORTANT THINGS TO KNOW - Academic	8
DROPPING or ADDING A COURSE.....	8
CREDIT TRANSFER INFORMATION	8
ACADEMIC STANDING	9
<i>Academic Standing: Good</i>	9
<i>Academic Standing: Warning</i>	9
<i>Academic Standing: Probation</i>	9
<i>Academic Standing: Dismissal Mode (Dismissal 1, Dismissal 2, Dismissal 3)</i>	9
READMISSION POLICY	9
EXAMINATION POLICY.....	10
IMPORTANT DATES TO REMEMBER	10
ACADEMIC GRADE REVIEW POLICY	10
ACADEMIC MISCONDUCT APPEALS	11
IMPORTANT THINGS TO KNOW - Other	12
WHERE TO FIND INFORMATION ON ST. CLAIR COLLEGE SERVICES	12
STUDENT IDENTIFICATION VALIDATION POLICY.....	12
<i>Usernames and Passwords for PeopleSoft and Academic Computing</i>	12
TRANSCRIPTS.....	12
DIPLOMA / CERTIFICATES	13
PROOF of ENROLMENT.....	13
GRADUATION LETTER.....	13
NAME CHANGE.....	13
ADDRESS CHANGE.....	13
T2202 TUITION TAX FORM	14
RELEASE OF PERSONAL INFORMATION	14
REGISTRAR’S OFFICE – Contact Information and Hours of Operation	14
DOMESTIC STUDENT HEALTH INSURANCE PLAN 2024-2025.....	15

INTERNATIONAL STUDENT HEALTH INSURANCE PLAN 2024-2025.....	16
FINANCIAL AID and AWARDS.....	17
OSAP (Ontario Student Assistance Program)	17
OSAP TUITION DEFERRAL/DEPOSIT	17
OSAP PROCESS	17
OSAP BURSARIES	17
AWARDS	17
STUDENT SERVICES.....	19
STUDENT WITH DISABILITIES	19
LIBRARY SERVICE	19
PEER TUTORING SERVICE	19
MENTAL HEALTH SERVICES	19
THRIVES.....	20
ACCOMMODATION STATEMENT	20
PRIVACY ACT AND NOTICE OF DISCLOSURE	20



REGISTRATION PROCEDURES

FEE PAYMENT FOR NEW AND RETURNING STUDENTS

Your student invoice outlines your current account summary. If you have not already paid your Fall fees in full, the remainder of your fees are due by **August 2, 2024**. We cannot guarantee that a position will be held for you if you do not pay the balance of your fees by the deadline date.

If you are going to pay your full year's tuition, please remit payment *by the due date*, to the College using one of the payment methods mentioned below.

If you have applied for OSAP, the balance of your tuition is due upon receipt of your OSAP funds. OSAP should automatically redirect proceeds towards your tuition. If, by chance, this did not occur, it is the student's responsibility to ensure tuition is paid in full by the end of each semester. For further information, please speak with a representative in our Financial Aid Department.

If you are being sponsored by WSIB, DIA, MCSS, etc. please complete an Agency Sponsor form and return it to the College. To process your registration, we must have a sponsorship letter from your sponsoring agency on file at the College as well as the signed Agency Sponsor form from you.

PAYMENT METHODS

We encourage you to pay for your tuition using one of the following methods. Payment options can be found here: <https://www.stclaircollege.ca/registrars-office/how-to-pay-tuition>

Through your bank: fees can be paid through all major Financial Institutions using either online or telephone banking. You will need to set up 'St. Clair College' as a payee. The account number is your 7-digit student ID; if they require 8 digits add an extra (0) at the front making it 8 digits. Please allow 3 business days from the date of payment to show on your student account.

Credit Card: Current St. Clair College students can make payments using Visa, MasterCard and AMEX by logging in to **MySt.Clair** > Select the Flywire Tuition Payment Platform Tile. VISA, Mastercard and AMEX payments will be subject to a 2.5% service fee for each withdrawal. As it is not a St Clair College fee, the service fee will not appear as a transaction on your MySt.Clair. Instead, this fee will appear as a separate item on the credit card statement.

International Payment Options: Overseas payments should be made online using our online payments platforms Flywire and Convera GlobalPay for Students.

You can pay online or by bank transfer in the currency of your choice. [Click here](#) for more information



Please Note: St. Clair College no longer accepts credit cards as a form of payment for tuition **except as outlined above**. We encourage students to pay using online banking through their financial institution.

CHOOSING AN ELECTIVE

Should you need to choose an elective (i.e. ELEC appears on your course list). Please use the elective listing and register for your elective on your SIS - MySt.Clair portal. Elective information will be released to students the week of August 12th for the Fall semester and can be found at <https://www.stclaircollege.ca/registrars-office/electives>

MANDATORY TRAINING MODULES FOR ALL STUDENTS

St. Clair College requires all new, first-semester students commencing in the Fall 2024 semester to complete three training modules. The modules are each 20-30 minutes in length and include the following:

- St. Clair College Emergency Response for Students
- St. Clair College Consent and Sexual Misconduct Reporting
- Student Code of Rights & Responsibilities

It is important to everyone in the College community to understand what to do during an emergency, how to prevent and respond to sexual violence and sexual misconduct and to have an understanding of your rights and obligations under the Student Code of Rights and Responsibilities.

All Fall 2024 students, new to the College this academic year, must complete the three mandatory training modules **by October 30, 2024**. The training modules are on your Blackboard page. You should also be able to see whether you have completed the training if you are uncertain.

Failure to complete these modules will impact your College standing negatively. As a result, you will not be able to work on campus and you will not be eligible for any scholarships or financial awards.

For more information please view <https://www.stclaircollege.ca/hub/student-mandatory-training-faqs>.



ABOUT YOUR FEES 2024/2025

EXAMPLE OF ANNUAL STANDARD TUITION FEES FOR A FIRST-YEAR STUDENT							
FEES	WINDSOR	CHATHAM	INTL WINDSOR	INTL CHATHAM	USA WINDSOR	USA CHATHAM	ACE ACUMEN
Standard Tuition	2722.62	2722.62	13,640.76	13,640.76	7,841.38	7,841.38	13,640.76
Student Buildings - Windsor Building Operating	190.00	N/A	190.00	N/A	190.00	N/A	190.00
Student Buildings - Windsor - Academic Tower/Student Centre Expansion	100.00	N/A	100.00	N/A	100.00	N/A	N/A
Student Buildings - Chatham Building Operating	N/A	130.00	N/A	130.00	N/A	130.00	N/A
Student Buildings - Chatham Student Centre Capital	N/A	150.00	N/A	150.00	N/A	150.00	N/A
Student Buildings - Chatham - Healthplex Capital Equipment Renewal	N/A	75.00	N/A	75.00	N/A	75.00	N/A
Student Achievement and Records - Graduation	35.00	35.00	35.00	35.00	35.00	35.00	35.00
Student Achievement and Records - Transcripts	20.00	20.00	20.00	20.00	20.00	20.00	20.00
Health Insurance	335.00	335.00	700.00	700.00	700.00	700.00	700.00
Athletics & Recreation - Windsor Capital	150.00	N/A	150.00	N/A	150.00	N/A	N/A
Athletics & Recreation - Windsor Operating	220.00	N/A	220.00	N/A	220.00	N/A	200.00
Athletics & Recreation - Chatham Operating	N/A	200.00	N/A	200.00	N/A	200.00	N/A
Academic Support - Student Representative Council	81.70	N/A	81.70	N/A	81.70	N/A	81.70
Academic Support - Thames Student Incorporated	N/A	81.70	N/A	81.70	N/A	81.70	N/A
Academic Support - St. Clair College	13.30	13.30	13.30	13.30	13.30	13.30	13.30
Campus Safety - Windsor Campus	15.00	N/A	15.00	N/A	15.00	N/A	15.00
Campus Safety - Chatham Campus	N/A	5.00	N/A	5.00	N/A	5.00	N/A
Career Services	10.00	10.00	10.00	10.00	10.00	10.00	10.00
Student ID Cards	15.00	15.00	15.00	15.00	15.00	15.00	15.00
Health & Counselling	25.00	25.00	25.00	25.00	25.00	25.00	25.00
Student Legal Support Fee	30.00	30.00	30.00	30.00	30.00	30.00	30.00
Transit Windsor Bus Pass	299.79	N/A	299.76	N/A	299.76	N/A	N/A
SRC Membership Fee	70.00	N/A	70.00	N/A	70.00	N/A	70.00
TSI Membership Fee	N/A	70.00	N/A	70.00	N/A	70.00	N/A
Alumni Membership Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Total Tuition Fees	\$4,382.41	\$3,967.62	\$15,665.52	\$15,250.76	\$9,866.14	\$9,451.38	\$15,095.76

Please Note: The College reserves the right to change, amend or alter fees as necessary without notice or prejudice.

Program Annual Tuition Fees may increase each academic cycle (Commencing September).

TUITION FEES

1. Students enrolled in programs longer than two semesters per year will pay additional fees.
2. Health Insurance fees are pro-rated according to program start date.
3. A list of fee descriptions and program applicable material fees are available on the College website. [Click Here](#) for more information.
4. Optional fees, such as lockers and parking, books, and deposit/deferrals are not shown.

FEE PENALTIES

- Full time students who have not registered and paid fees by the registration deadline indicated on their registration letter for the Fall 2024 semester, may be allowed to pay their fees and register if there is still room in the program.
- Notification of outstanding tuition fees will begin approximately 30 days after the beginning of each new semester. Academic results and graduation certificates/diplomas will be withheld if you have outstanding tuition fees.
- ***You may not re-register if you have an outstanding debt with the College.***
- We cannot guarantee your place in the program or course if payment or financial arrangements are not made at the time of registration.

TOTAL CONTACT HOURS and YOUR TUITION

If you register in courses that bring your total contact hours above the normal contact hours of your program for a semester, you will be subject to an additional fee. Domestic students will be charged at the rate of \$6.11 per additional contact hour and International students at the rate of \$25.00 per additional contact hour. If you register in deregulated program courses, you will also be subject to an increased additional fee per additional contact hour (varies by program).

PART TIME STATUS

To be assessed as a part time student, you must be registered for less than 66 2/3% of the suggested courses for your semester and 70% of the hours associated with your semester registration.

WITHDRAWAL FROM YOUR PROGRAM

Should you decide to withdraw from the College, it is your responsibility to complete an official College Withdrawal Form and submit it to the Registrar's Office at info@stclaircollege.ca on, or before, the deadline date * **Non-attendance does not mean "withdrawal"**. (*Deadline dates are posted on the Registrar's Office website). You can find the form here: <https://www.stclaircollege.ca/forms>

If you fail to complete an official College Withdrawal Form and submit it to the Registrar's Office, you will be liable to the College for any and all outstanding fees for which you have been assessed and have not paid for the semester in which the withdrawal occurs (see Receiving a Refund). An encumbrance may be placed against your record should you fail to follow the official withdrawal procedures.

Students who are not granted Ontario Student Assistance Program (OSAP) funds or who have a fee deferral deposit on file with the College, should take special note of the paragraph above. Please be sure to complete a College Withdrawal Form regardless of when you find it necessary to leave during the semester. Requests are not accepted over the telephone. Only a receipt by the Registrar's Office of a completed, signed Withdrawal Form makes the withdrawal official. The original Withdrawal form or an emailed copy will be accepted to info@stclaircollege.ca.

International and USA Students

International and U.S.A. students are provided with a student visa with the understanding that the student will register, and remain, as a full-time student. The College will require proof of registration at another institution and other supporting documentation (please check the College website for more detail), in order to process a withdrawal and refund prior to the tenth (10) day of class for the current semester. Additional bank fees (i.e. wire transfer) may be applied upon processing a refund.

- i) International and U.S.A. students who officially withdraw prior to the tenth (10) day of class of the beginning of a

semester and provide all required supporting documentation, may receive a refund of full tuition paid, less the \$2649.95 administration fee and any applicable bank fees (i.e. wire transfer) the institution will incur.

- ii) International and U.S.A. students who officially withdraw prior to the tenth (10) day of class of the beginning of a semester and provide all required supporting documentation, may receive a refund of full tuition paid, less the \$2649.95 administration fee and any applicable bank fees (i.e. wire transfer) the institution will incur.

For International withdrawals, please follow link: [Withdrawal and Refund Policy | St. Clair College \(stclaircollege.ca\)](https://www.stclaircollege.ca/sites/default/files/inline-files/Withdrawal_and_Refund_Policy.pdf)

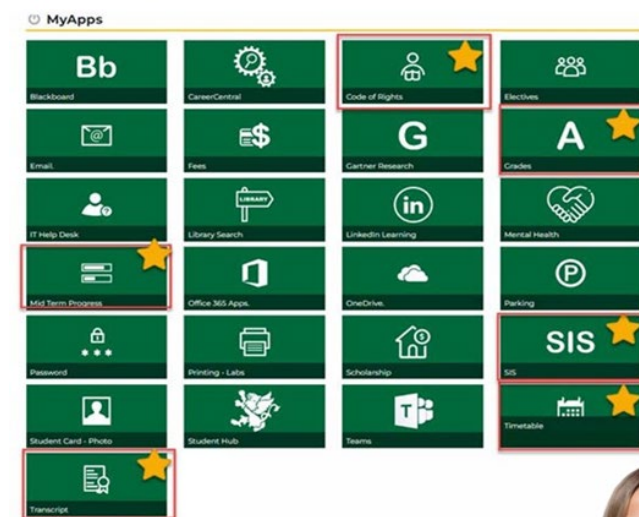
RECEIVING A REFUND

You will receive a refund for all but \$100.00 (\$2,649.95 for International and U.S.A. Students) of a semester's tuition if your withdrawal is received by the Registrar's Office up to and including the tenth day of classes in the semester. If you fail to withdraw during this period, you will be liable for any and all tuition assessed for the semester.

If you withdraw from the College after the tenth day of classes in any semester, you will be refunded only that portion of fees which has been paid for future semesters (see Important dates to Remember for deadline dates).

If you would like a refund for a credit on your account, you can do this in your [SIS](#) – Self Service – Campus Finances – Request a Refund. Instructions can be found online. <https://www.stclaircollege.ca/sites/default/files/inline-files/Students-How-to-Request-a-Refund.pdf>

SIS is your personal account with St. Clair College. It holds all relevant information about you; your grades, finances, enrollments and more. You can log into SIS through MYST.CLAIR. For easy access, MYST.CLAIR has direct links to popular sections of SIS:



IMPORTANT THINGS TO KNOW- Academic

DROPPING or ADDING A COURSE

You must contact the Registrar's Office if you wish to add a course(s) or withdraw from a course(s).

You may **"add"** courses during the first 10 (ten) days from the start of classes.

Students who **"drop"** courses during the first 10 (ten) days from the start of classes, will not have these classes recorded on their transcripts. In addition, dropping classes at this time could affect fees and student full time status. If you have questions, please ask the Registrar's Office for further clarification before dropping classes.

As of Day 11 (eleven) of class you may **"drop"** courses within the first two-thirds (2/3) of a given semester. If you drop courses during this time period you will notice that "DROPPED", "DROP", or "DR" will appear on your record.

You may be permitted to drop a course(s) after the **"drop"** period, excluding the last week of any semester, with the permission of the academic Chair. Grades of Withdraw/Passing (WP) or Withdraw/Failing (WF) will be assigned by the instructor(s) based on your performance at the time of withdrawal. It is your responsibility to complete the paperwork for the assignment of a 'WP' or 'WF'. While 'WF' is calculated in the Grade Point Average for the semester, 'WP' is not. (see Important dates to Remember for deadline dates).

IMPORTANT:

- **NO REFUND will be given for courses dropped after the first 10 days of classes or for Advanced Standing requested after the first 10 days of classes.**
- **NO COURSE(S) CAN BE ADDED after the first 10 days of classes in any semester.**
- **NO COURSE(S) CAN BE DROPPED during the last week of any semester.**

***PLEASE NOTE:** If adding a course(s) brings your course contact hours above the program maximum hours, additional fees will be assessed (see Total Contact Hours and Your Tuition).

It is your responsibility to ensure that your Account Summary matches the timetable that you are following. For example, if after registering, any changes in courses or sections occur in your program, you must see Registrar's Office or the Student Retention & Academic Advising Office to correct your registration. Please remember, that if you remain registered in a course you are not taking, an "F" grade will automatically be assigned to that course on your grade report and your transcript. If you take a course which is not listed on your registration, you will not receive credit for the work you have done in that course.

CREDIT TRANSFER INFORMATION

Credit Transfers can be applied for by students who wish to obtain the transfer of previously acquired academic credit(s) towards a St. Clair College course in a program in which the student is currently registered or plans to be registered in the near future. These previously acquired academic credits may have been taken at another post-secondary educational institution (external academic credit) or may have been taken as part of a different program offered at St. Clair College (internal academic credit). All transfers of academic credit (both internal and external) will be recorded on the St. Clair academic transcript as 'AS' (advanced standing) and will not be calculated in the GPA for the program in which the transfer of academic credit was granted. (College Policy #1.6.9) In order for your credit transfer application to be reviewed, the following are required: 1. There is a \$25 fee per course evaluation, up to \$100 maximum per submission. 2. A minimum of 23 hours of instruction are required to be equivalent to a 2.0 credit course, 38 hours of instruction for 3.0 credit course and 53 hours of instruction for a 4.0 credit course. 3. A minimum grade of C or 60% for non-degree programs is required in the previous course to be eligible for credit transfer. For Degree programs, a grade of B or 70% is required. 4. A completed Request for Transfer of Academic Credit form 5. Official, unopened transcript from the institution you previously attended 6. Course outlines for the courses you have previously taken that are being used for this transfer Please note: Refunds will NOT be issued for requests not approved. Requests that do not meet the above requirements will not be reviewed.

Instructions for requesting a Credit Transfer can be found online. <https://www.stclaircollege.ca/sites/default/files/inline-files/Credit-Transfer-Information-Instructions.pdf>

The Credit Transfer Request form can be found online: <https://www.stclaircollege.ca/sites/default/files/inline-files/forms/credit-transfer-request.pdf>

ACADEMIC STANDING

To be academically eligible to graduate from a program at St. Clair College a student must pass all required courses and achieve a 2.00 Grade Point Average in the courses related to that program. In cases of sub-standard performance, students will receive one of the following standings: academic warning, academic probation, or academic dismissal.

A student on academic warning or probation may be required to successfully complete failed courses before proceeding in the program.

Provisions of this policy may not apply to certain programs. Any other exceptions to the regular policy for academic standing will appear in the program descriptions in the current issue of the handbook.

Students needing academic advising to assist with mapping out a path to graduation after a dismissal or being unsuccessful in a course can contact the Student Retention and Academic Advising department for assistance at academicadvising@stclaircollege.ca

Academic Standing: Good

A student will receive academic good standing at the end of a semester when the student has successfully completed all courses and received a Grade Point Average of 2.00 or greater.

Academic Standing: Warning

A student will receive an academic warning at the end of a semester if the student has failed 1 to 15% of the program credit hours.

Academic Standing: Probation

A student will be placed on academic probation at the end of a semester if the semester Grade Point Average falls below 2.00 or if the student fails 16 to 32% of the credit hours.

Academic Standing: Dismissal Mode (Dismissal 1, Dismissal 2, Dismissal 3)

A student will receive an academic "dismissal" if he/she:

1. Fails 3 or more courses, or
2. Fails 33% or more of the program credit hours, or
3. Any student that has been previously placed on probation and their next consecutive semester calculates a 2nd probation, the student will automatically be placed on a 1st Dismissal, or
4. Fails the same course twice.
5. Is on probation following re-admission to a program and fails to achieve a semester Grade Point Average of 2.00 by the next evaluation period.

READMISSION POLICY

Students who receive an initial dismissal from a program must apply for re-admission through the Student Information System.

Students who have received a Dismissal Notice from St. Clair College, should review the communication sent from the Registrar's Office. The Dismissal Letter includes instructions for next steps should a student wish to be considered for re-admission based on College policies and procedures.

Students who are re-admitted in accordance with above, will be placed on probation and must achieve a semester Grade Point Average of 2.00 by the next evaluation period. If a student fails to meet such requirements, the student will be dismissed (2nd dismissal) and will not be eligible for re-admission into that program without approval from the Program Chair. If denied, the student will not be eligible for a return to that program under any conditions for a period of two years from the start of the semester from which the student was dismissed. Students whose requests are denied by the Program Chair will be allowed the opportunity to choose a new program of study.

A student who has been dismissed three times from any post-secondary program at St. Clair will not be eligible to enroll in another full time St. Clair College post-secondary program for a period of two years from the start of the semester from which the student was dismissed.

For students whose dismissal pre-dates this policy, implementation of their re-admission will be at the discretion of the Chair.

Students needing academic advising to assist with mapping out a path to graduation after a dismissal or being unsuccessful in a course can contact the Student Retention and Academic Advising department for assistance at academicadvising@stclaircollege.ca

EXAMINATION POLICY

A student who is unable to write an examination at the scheduled time must notify the faculty, in writing with supporting documentation as soon as the examination conflict becomes known to them. Deferral of an examination will be considered for the following circumstances: Religious Grounds, Medical Grounds and Compassionate Grounds or Extenuating Circumstances. Vacations and sports practices are not suitable grounds for deferred examination. Supporting documentation must be provided along with the request (death certificate etc.). Failure to notify faculty of issue pertaining to deferral in a timely manner constitutes grounds to reject the request.

IMPORTANT DATES TO REMEMBER

IMPORTANT DATES - FALL 2024

CAMPUS	CODE	PROGRAM NAME	AAL	TERM	WEEKS	START DATE	END DATE	ADD/ W'DRAW	DROP DATE	GRADE DATE
ALL	ALL	All Programs - unless noted below		24F	15	9/3/2024	12/13/2024	9/16/2024	11/12/2024	12/20/2024
SOUTH	B992	Child And Youth Care	A01	24F	12	9/3/2024	11/22/2024	9/16/2024	10/29/2024	11/29/2024
SOUTH	B992	Child And Youth Care	A04	24F	12	9/3/2024	11/22/2024	9/16/2024	10/29/2024	11/29/2024
SOUTH	B992	Child And Youth Care	A07	24F	12	9/3/2024	11/22/2024	9/16/2024	10/29/2024	11/29/2024
SOUTH	H796	Diagnostic Medical Sonography	A07	24F	14	9/3/2024	12/6/2024	9/16/2024	11/7/2024	12/13/2024
SOUTH	H837	Medical Laboratory Science	A05	24F	35	9/3/2024	5/30/2025	9/16/2024	3/7/2025	6/6/2025

*** The Collaborative Nursing programs (H850, H854 and K950, K954) follow the University of Windsor Important Dates. <https://www.uwindsor.ca/registrar/events-listing>

GRADE RETRIEVAL How to Get Your Grades

You will need your St. Clair College username and password to retrieve your grades on-line through our self-service website <https://campus.stclaircollege.ca>

ACADEMIC GRADE REVIEW POLICY

If a student wishes to have a final grade reassessed, it is suggested that the student address the concern with the faculty member who conferred the grade. However, in the event an official grade appeal is required, the following two levels of formal appeal are available.

Step 1

Appeal the final grade by filing an official Grade Appeal Application with the Registrar's Office within **ten (10) college business days** following the release of grades. The student will complete Part A and B of the Notice of Grade Appeal. The

Academic Chair will conduct a first level inquiry and attempt to secure a mediated resolution within **eight (8) college business days**.

Step 2

In the event the Chair has not been able to mediate a resolution of your grade appeal, or if the timeline (8 college business days) has passed without a resolution, complete Part C of the Notice of Grade Appeal and file with the Registrar's Office in order to refer the appeal to the College Appeal Panel. The Appeal Panel makes every effort to hold a hearing within **ten (10) college business days**. The Institutional Lead, Program Degree and Accountability, will communicate the decision to the student within **two (2) college business days**.

A \$25.00 fee per course must accompany the application. This fee will be refunded if the review is upheld.

NOTE: Time limits are expressed in college business days. [Students' Guide to Grade Appeals](#), [Grade Appeal Policy](#) and [Notice of Grade Appeal Form](#) are all available by the links provided to our website and also available at the Registrar's Office.

ACADEMIC MISCONDUCT APPEAL

Students have the right to appeal their Academic Misconduct Penalty by filing an appeal within five days of notification of the penalty.

For information regarding Academic Misconduct appeals, please visit: <https://www.stclaircollege.ca/academic-integrity/appealing-academic-misconduct>.

Form to be completed for Notice of Appeal of an Academic Misconduct Penalty can be found here: <https://www.stclaircollege.ca/sites/default/files/inline-files/academic-misconduct-appeal-form.pdf>. Please email the completed form to CAF@stclaircollege.ca.



IMPORTANT THINGS TO KNOW- Other

WHERE TO FIND INFORMATION ON ST. CLAIR COLLEGE SERVICES

St. Clair College has provided a number of helpful links and created the St. Clair College Student Hub as a one stop shop to help students navigate all the services we offer as well as links to frequently asked questions. Try visiting this page if you haven't found the information you're looking for in Just the Facts: <https://stclaircollege.ca/hub>

STUDENT IDENTIFICATION VALIDATION POLICY

To ensure we protect students' privacy and personal information the following will outline the approved processes to access, change, distribute and release student information.

Username and Passwords for PeopleSoft and Academic Computing

For information relating to your accounts and logging into Student Self-Service go to: [I.T. Services](#)

The Information Technology Services departments support the College's computers, audiovisual, IT infrastructure, cybersecurity, systems services, web services, telecommunication services, and the [One Card](#).

For students, St. Clair ONE accounts are created 24h to 48h after you have officially registered for your program. For staff, St. Clair ONE accounts are created 24h to 48h after your contract has been entered in PeopleSoft.

If you have any support issues, please enter a ticket via the [MySt.Clair](#) portal and choose the IT Help Desk tile or call 519-972-2727 ext. 2500.

If you do not have access to your account, please complete the web form on the [contact us page](#).

All students and staff are to register for Self Service Password Reset. This will allow you to reset your password for your St. Clair One account without having to contact the IT Help Desk.

Telephone Verification and Opt-Out Option

Telephone Verification: In the event the student is unable to attend the IT Consolidated Service Desk in person (i.e. geographic location), the student will be referred to the Registrar (or designate) for validation purposes. The Registrar (or designate) will provide information to the student once verification has been confirmed.

Opt-Out Option: In the event the student does not want the College to release information over the telephone to anyone, including the student, an opt out form is available. Please see Release of Personal Information.

TRANSCRIPTS

Transcript requests require a minimum of 3-5 days to process. Requests can be made by email.:

Email to transcripts@stclaircollege.ca, your email request must contain the following.

- Student Number
- Registered Program
- Social Insurance Number or Date of Birth
- Current Address
- Email address where the transcript is to be sent.

Upon request, transcripts can be **MAILED** to any educational institution, the student's "Home" or "Local" address providing it matches our Student Information System.

DIPLOMA / CERTIFICATES

To obtain a diploma or certificate students must complete the "Application for Certificate" form or be in their graduating semester.

Students must provide photo identification when PICKING UP their diploma or certificate.

Diplomas or certificates can be MAILED to the student's "Home" or "Local" address providing it matches our Student Information System.

Two weeks after the official graduation ceremonies (January, June, and October), diplomas or certificates that have not been picked up will be mailed to the student's "Home" address as indicated in our Student Information System.

PROOF of ENROLMENT

Students attending St. Clair College can print off their own Proof of Enrolment for the semester that they are currently enrolled in, as well as past semesters. To do this, log in through the SIS - MySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Print Proof of Enrolment".

GRADUATION LETTER

Students who are in their final semester of their program will have access to print off an International Convocation Letter. This letter is used to show proof that you are in your final semester of a program and may be helpful to assist family members from out of town to attend your upcoming Convocation. To do this, log in through the SIS - MySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Intl. Convocation Invitation".

Students will be reviewed for program completion approximately 3 weeks after the release of final grades, from your last semester. Once this is done, students who have met all requirements will be completed in their program. At that time students who met all requirements will be able to access their Graduation Letter through their SIS. This letter can be used to show completion until you receive your diploma/certificate/advanced diploma/degree at the upcoming Convocation. Students can access their Proof of Graduation Letter through their SIS - MySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Graduation Letter".

NAME CHANGE

Students must provide legal documented proof to change their first or last name. (Examples: Marriage certificate, divorce decree, driver's license.). To request a name change click on the following link: [Name Change Form \(Student\)](#)

ADDRESS CHANGE

If possible, students should be directed to change their address using Self Service. Address changes can also be requested by telephone if the following information is validated:

- Student Number
- Registered Program
- Social Insurance Number or Date of Birth
- Current Address

T2202 TUITION TAX FORM

Students are issued a T2202 tax form at the end of February for all credit course(s) taxable fees at St. Clair College.

Please note that T2202 are for the previous calendar year (January - December) and not based on the school year (September - August).

In addition, the tax form shows fees based on when the classes were taken, and not date of payment. E.g., Payment made in December 2024, but class started in January 2025, this payment would show on the 2025 T2202 form. For more information on how to access this document please visit <https://www.stclaircollege.ca/it-services/sis>

In preparation for the release of Form T2202, Canada Revenue Agency requires your Social Insurance Number (SIN) to be included for the 2024 taxation year. Your SIN can be added to your T2202 through your MySt.Clair student portal log-in (SIS). T2202 Tax forms will be available to download by February 28th.

RELEASE OF PERSONAL INFORMATION

For approved agencies, organizations, or individuals (colleges, universities, police, banks, prospective employers, etc.) the Registrar's Office will only:

- Confirm that a student is or has been registered at the College.
- Confirm whether a student has graduated from a specific program.

Please note that no other student information, including educational history, will be released without:

1. The Registrar's Office receiving a signed Consent Form from the student which has been received and validated with photo ID & matching signature.
2. The Registrar's Office receiving a signed Consent Form from the student that has been notarized and verified using photo ID & matching signature.
3. The issuing of a legal warrant.

Opt-Out – Telephone Verification

I, _____ do not authorize St. Clair College to release any of my personal or academic information over the telephone, including requests made by myself. The cancellation of this opt out option must be completed through the Registrar's Office.

Student Name

Student ID #

Student Signature

Date

REGISTRAR'S OFFICE – Contact Information and Hours of Operation

Should you have any questions or require assistance, please contact the Registrar's Office:

Monday through Thursday between 9:00 a.m. and 5:00 p.m. and Friday between 10:00 a.m. and 4:00 p.m.

Registrar's Office can be contacted by email at info@stclaircollege.ca or phone 519-972-2759.

For a complete listing of the Registrar's Office Program Contacts, please visit <https://www.stclaircollege.ca/sites/default/files/inline-files/RO-Chair-Contact-Info.pdf>

DOMESTIC STUDENT HEALTH INSURANCE PLAN 2024-2025

Eligibility & Enrolment:

All full-time fee paying post-secondary students in Windsor and Chatham are enrolled in the Student Health Insurance program. Spouses and children are not included in this plan by default. See below for how to add them.

Withdrawing / Opting Out:

If you already have health insurance NOT through OHIP+ (Green Shield, Sunlife, Great West Life, etc.) you can opt-out of our plan during the first month of your enrolment. Visit www.wespeakstudent.com to opt-out of our plan before your designated deadline.

Coverage Overview:

- Prescription drugs - most are covered at 80% to a maximum of \$5000 per coverage year.
- Dental services - maximum of \$750 per coverage year
 - Basic and preventative 100% once per coverage year
 - Minor restorative (fillings) and extractions - 75%
 - Wisdom teeth - 75% (up to 2 teeth)
 - Endodontics, periodontics, major restorative - 10%
- Vision services
 - \$75 max - Eye exam once every 24 consecutive months
 - \$150 max - Prescription glasses, contacts, and/or frames every 24 consecutive months.

Using The Coverage:

Pharmacies and dental offices can process the payment right away using the following information (this will be your health insurance information):

Provider Name: ClaimSecure

Group Number: 513982

Certificate ID: L O O _____ (your 7-digit student ID)

Vision claims must be paid in full upfront, and receipts must be brought to SRC / TSI for reimbursement.

Adding Family Members

Legal spouses and legal dependents can be added for an additional fee during the first month of your enrolment. Visit www.wespeakstudent.com to add them before your designated deadline.

Part-Time Students

Part-Time students are eligible to opt-in to our plan for an additional fee during the first month of your enrolment. Visit SRC / TSI office for more information.

More Information & Questions

For all coverage information, please visit www.wespeakstudent.com/home/21-st-clair-college. For all general inquiries, you can contact Katie Rizea at krizea01@stclaircollege.ca.

INTERNATIONAL STUDENT HEALTH INSURANCE PLAN 2024-2025

International students attending St. Clair College are registered for the SCC International Student Medical & Wellness Plan provided by Student VIP, as part of your tuition costs. Coverage begins 30 days before your program's scheduled start. **It is mandatory for all international students here on a Study Permit to have medical insurance coverage while in Canada.**

The Medical & Wellness Plan includes insurance for doctor and hospital visits, surgery, medication, dental, vision, accident, travel expenses and more. The plan also includes a free 24/7 mental health counselling service for any student who needs to speak privately to a counsellor.

To learn more about the SCC International Student Medical & Wellness Plan, please visit www.studentvip.ca/scc or info@studentvip.ca for support.



FINANCIAL AID and AWARDS

OSAP (Ontario Student Assistance Program)

The Service....

The objective of OSAP is to assist students with limited financial resources to meet the costs of post-secondary education (fees, books, local transportation and living expenses). OSAP is intended to supplement, **but not to replace**, the financial resources of the applicant and the family which are, or should be, available to finance the applicant's education.

Monies from OSAP are not available before the start of classes, therefore, students are expected to make arrangements to complete an OSAP Deferral Form and pay a \$100.00 OSAP Deferral payment.

If you have any questions concerning OSAP, please do not hesitate to contact the Financial Aid Office in Windsor at (519) 972-2718 and in Chatham at (519)354-9100 ext. 3216 or by email at financialaid@stclaircollege.ca

The Process....

Applying:

Students are encouraged to apply using the OSAP on-line application system at www.ontario.ca/osap

Application Forms:

- Paper applications are available on-line & must be submitted to St. Clair College, Financial Aid Office for processing.

OSAP TUITION DEFERRAL/DEPOSIT

- Tuition fees are payable at the time of registration.
- If you have applied for OSAP, you can request a tuition deposit deferral which delays payment of tuition fees until monies are available from OSAP. A minimum payment of \$100.00 is required, (\$100.00 is non-refundable if you withdraw within the first 10 days).
- An OSAP application must have been received by St. Clair College - Financial Aid Office to qualify for a deferral (either on-line or paper application).
- An OSAP tuition deferral does not mean that you qualify for OSAP, only that you applied.

OSAP PROCESS

- OSAP **CANNOT** be disbursed until your enrolment has been confirmed in an approved program with a course load of no less than 60% (or 40% if you have a permanent disability).
- OSAP **WILL NOT** be released if you have not registered your Master Student Financial Aid Agreement form (MSFAA). Your OSAP Notice of Assessment includes your 10-digit MSFAA number. Once you receive an email from the National Student Loans Service Centre, it is important to follow the instructions & register your MSFAA. **Your OSAP will not proceed until this is completed.** The Master Student Financial Assistance Agreement (MSFAA) is your lifetime loan agreement.

OSAP BURSARIES

The "Bursary for Students with Disabilities" is available to students with permanent disabilities that are OSAP eligible and have exceptional education expenses. Submission of appropriate documentation and a meeting with a counselor from Student Services is required to access this bursary. Contact: StudentServices@stclaircollege.ca or call (519) 972-2727, Ext. 4226

AWARDS

Awards are taxable money (usually \$100.00 - \$1000.00) provided by various benefactors to assist students demonstrating financial need. The money does not have to be repaid.

Tuition Bursaries are available in October, February and June of each academic year.

Visit <https://www.stclaircollege.ca/financial-aid> for information pertaining to bursaries.

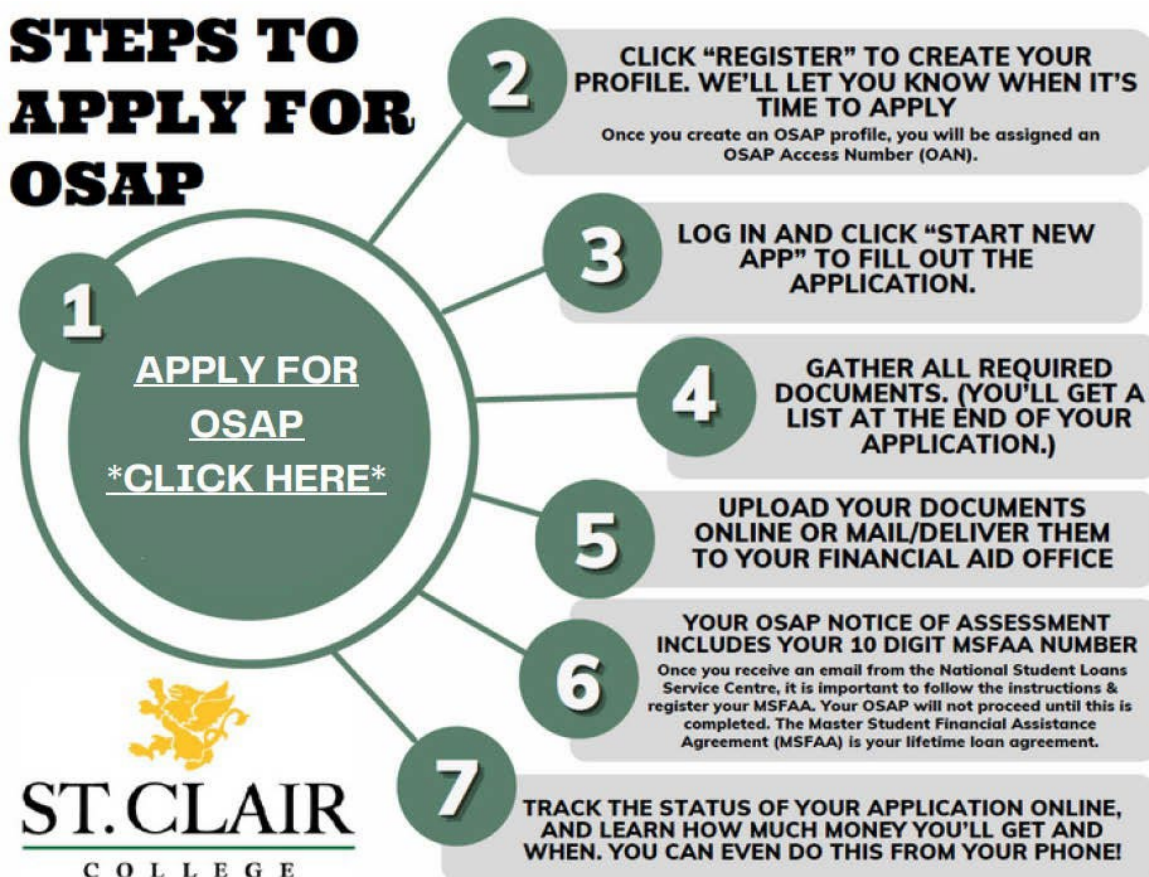
General Scholarships are available in October with a deadline of Mid December of each academic year. A listing of Scholarships can be found at <https://www.stclaircollege.ca/financial-aid/scholarships>

PLEASE INFORM THE FINANCIAL AID OFFICE IN WRITING OF ANY CHANGES TO YOUR ORIGINAL OSAP APPLICATION (i.e., course load, program, address, marital status, etc.)

Windsor & Chatham Campus

Financial Aid Office

financialaid@stclaircollege.ca



STUDENT SERVICES

STUDENT WITH DISABILITIES

The Service....

St. Clair College provides educational support services to students with disabilities who are applying to or attending the College. Early self-identification of your learning disability, emotional disorder, or temporary or permanent physical, visual, or auditory limitation is important to ensure the provision of appropriate accommodations. The disclosure of disability related educational needs is not used to discriminate against students but rather is used to determine the assistance required to help equalize your opportunity for success in your chosen program. If you require any of these support services, please contact Accessibility Services prior to the start of your program.

Windsor Main Campus: (519) 972-2727 ext. 4226 - studentservices@stclaircollege.ca - Room A2110

Downtown Windsor Campus (Zekelman School of Business at One Riverside Drive): (519) 972-2727 ext. 4348 - downtownstudentservices@stclaircollege.ca - Room R1011

Chatham Campus: (519) 354-9100 ext. 3306 - chathamstudentservices@stclaircollege.ca - Room W1023.

LIBRARY SERVICE

The Service....

Students have on-campus and remote access to up-to-date research databases, videos, eJournals and eBooks on a wide range of topics located at www.stclaircollege.ca/library. On-campus services offered include an extensive book collection, photocopiers, meeting rooms and a quiet study environment.

Access the online resources from anywhere and email us for research assistance. Need an answer right away? Click on the AskON logo to chat or text your question.

Please email us at library@stclaircollege.ca for inquiries about database access, library materials, and research assistance.

PEER TUTORING SERVICE

The Service....

FREE tutoring services are available on all campuses to enrolled students who need assistance to improve academic performance! ! Tutoring Services are accessible through our **Nimbus Learning app**! Through the app, students can directly match with tutors based on course needs and shared availability. Choose between one-on-one or group tutoring, on-campus or virtual tutoring, or access the schedules for our many program-specific or core skills walk-in sessions. Walk-in tutoring is provided in the Tutoring labs on campus: [Get the app - Nimbus Learning](#)

Chatham Campus: Room W1026M

Downtown Campus: SCCA - Room Q0032

Windsor Campus: Rooms A2112 & A2302.

Download the Nimbus Learning app through the following link: nimbuslearning.com/get-the-app. Once downloaded, create an account using your St. Clair College email address. Students must register an account to access our free campus tutoring services.

For more information on how to ask for a tutor or how to become a tutor, visit the tutoring website at stclaircollege.ca/tutoring

MENTAL HEALTH SERVICES

The Service....

St. Clair College has partnered with the Canadian Mental Health Association to provide Mental Health Counselling to our students. We provide coaching, counselling, psycho-education, as well as internal and external referrals. Windsor: (519) 972-2727 ext. 4226 – Room A2110 OR Chatham: (519) 355-5568 - Room W1023. We also have FREE Online Resources available 24/7/365. WeConnect – Call/text 1-888-377-0002 or www.wespeakstudent.com and Good2Talk 1-866-925-5454 www.good2talk.ca. For more information about Mental Health Services, visit www.stclaircollege.ca/mentalhealth

THRIVES

The first semester is almost every student's most important time in College and it can also be the most challenging. Why? Because, for many students, adjusting to college isn't easy. Statistics show that students who succeed in their first year are most likely to continue to complete their program.

The THRIVES Modules present some of what we know about the actions and attitudes of successful students. It's a Toolbox for Help and Resources to Increase Value and Empower Students. With wellness in mind during the development, each portion of THRIVES is intended to help ease stress and provide beneficial resources.

The information in the THRIVES modules can help you stay motivated when things get tough, and you can learn the skills and behaviours for succeeding in college. Almost everything in these modules—from time management to social skills, from study skills to staying healthy—will contribute to your overall success and, yes, to achieving better grades.

We have provided all First Semester Students with access to THRIVES in Blackboard as one more way to gain access to a range of valuable information because the first year of college is the most critical. These modules will remain available to you throughout your first year, so come back at any time. We invite you to explore THRIVES as the first step of your transition to St. Clair College - and know, we'll be here every step of the way!

THRIVES is available first semester students St. Clair College students in Blackboard. Simply log into MySt.Clair and access Blackboard. THRIVES should appear in your course list.

If you don't see THRIVES, email us at THRIVES@stclaircollege.ca and we will add you to a course.

ACCOMMODATION STATEMENT

The College will provide supports and services to all students with disabilities, both temporary and permanent, with valid supporting documentation. Interim accommodation requests will be received in good faith and can be provided pending receipt of medical documentation. Retroactive accommodations will be considered based on the unique circumstances of the individual matter. The College will give all Human Rights Code-related requests for accommodation meaningful consideration.

Procedure: The student is responsible to meet with a counsellor in Accessibility Services to discuss their functional limitations and accommodation needs and provide Accessibility Services with supporting documentation. Students are not required under the Ontario Human Rights Code to disclose their disability diagnosis (with the exception of Learning Disabilities) to receive accessibility supports and services and/or academic accommodations. Students are encouraged to meet with a counsellor prior to the start of a semester to provide information and arrange accommodations.

PRIVACY ACT AND NOTICE OF DISCLOSURE

St. Clair College adheres to the Freedom of Information and Protection of Privacy Act.

St. Clair College is required to report student-level enrolment-related data to the **Ministry of Training, Colleges and Universities** under the authority of the Ontario Colleges of Applied Arts and Technology Act, 2002, S.O. 2002, Chapter 8, Schedule F, Section 6. The Ministry collects this data, which includes limited personal information such as Ontario Education Numbers, student characteristics and educational outcomes, in order to administer government postsecondary funding,

policies and programs, including planning, evaluation and monitoring activities.

Information collected by the college is used for educational, administrative and statistical purposes of the College and/or ministries and agencies of the Government of Ontario and the Government of Canada.

Further information on the collection and use of student-level enrolment-related data can be obtained from the Government of Ontario or Ministry of Training Colleges and Universities websites or by writing to the:

Director, Postsecondary Finance Branch,
Postsecondary Education Division,
7th Floor, Mowat Block, 900 Bay Street
Toronto, ON M7A 1L2

Statistics Canada is the national statistical agency. As such, Statistics Canada carries out hundreds of surveys each year on a wide range of matter, including education.

It is essential to be able to follow students across time and institutions to understand, for example, the factors affecting enrolment demand at Post Secondary institutions. The increased emphasis on accountability for public investment means that it is also important to understand 'outcomes'. In order to carry out such studies, Statistics Canada asks all colleges and universities to provide data on students and graduates. Institutions collect and provide to Statistics Canada student identification information (student's name, student ID number, Social Insurance Number), student contact information (address and telephone number), student demographic characteristics, enrolment information, previous education, and labour force activity.

The Federal Statistics Act provides the legal authority for Statistics Canada to obtain access to personal information held by educational institutions. The information may be used only for statistical purposes, and the confidentiality provisions of the Statistics Act prevent the information from being released in any way that would identify a student.

Students who do not wish to have their information used are able to ask Statistics Canada to remove their identification and contact information from the national database.

Further information on the use of this information can be obtained from Statistics Canada's website: www.statcan.gc.ca or by writing to the: Postsecondary Section

Centre for Education Statistics
17th Floor, R.H. Coats Building
Tunney's Pasture
Ottawa, K1A 0T6



The graphic is a vertical rectangle with a dark green background on the left and a lighter green background on the right. On the left side, the St. Clair College logo is at the top, followed by the 'SOAR' logo in large, stylized white letters. Below 'SOAR' is the text 'Student Orientation to Accessibility Resources'. At the bottom left is the 'RISE ABOVE THE ORDINARY' logo. On the right side, the text 'We are Student Services!' is at the top. Below this is a bulleted list of services: Assistive Technologists, Counsellors, Deaf and Interpretive Services, Indigenous Services, Learning Strategists, Testing Services, Tutoring Services, and THRIVES. A yellow wing graphic is positioned between the 'SOAR' logo and the list of services.

ST. CLAIR
COLLEGE

SOAR
Student Orientation to
Accessibility Resources

RISE
ABOVE
THE ORDINARY

**We are
Student Services!**

- Assistive Technologists
- Counsellors
- Deaf and Interpretive Services
- Indigenous Services
- Learning Strategists
- Testing Services
- Tutoring Services
- THRIVES



Windsor Campus

2000 Talbot Road West
Windsor, ON N9A 6S4
519-972-2727

St. Clair College Centre for the Arts

201 Riverside Dr. W.
Windsor, ON N9A 5K4
519-927-2727

St. Clair College MediaPlex

275 Victoria Ave.
Windsor, ON N9A 6Z8
519-972-2727

Chatham Campus

1001 Grand Ave. W.
Chatham, ON N7M 5W4
519-354-9714

RISE ABOVE THE ORDINARY

