

New Student FAQ's

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PROGRAMS & COURSES

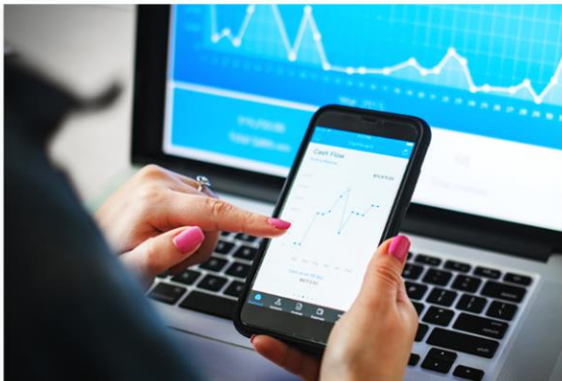
Is my program online or in-person?

- Delivery is located on your [program](#) page
- Select your program, navigate to “DELIVERY” and click on “Learn more...” (see below)

Accounting – Business

MINISTRY-APPROVED PROGRAM TITLE: BUSINESS - ACCOUNTING

CREDENTIAL	Ontario College Diploma
LOCATION	Oshawa
OCAS CODE	ACCT
NEXT INTAKE	September 2023 View all intakes
FACULTY	Faculty of Business
LENGTH	Four semesters
LAPTOP	Learn more
DELIVERY	More than 75% of this program is delivered in-person. Learn more.



Some courses from your program may have an online, asynchronous component
Part-time students must visit the [PPL website](#) to determine their delivery plan

How do I view my courses, find assignments and professor contact info (DC Connect)?

DC Connect is the main hub for communicating academic material, assignments, tests and announcements between professor and student.

Log in: [DC Connect](#) (MyDC>DC Connect)

- Username: student ID (100xxxxxx)
- Password:
 - First time: birth date (MMDDYY) or postal code
 - After initial log in, use the password you set for yourself

[Change DC Connect password](#) (effective for all your DC accounts)

For technical support [contact IT Service Desk](#)

For content-related inquiries, reach out to your professor
Using DC Connect: [Landing Page Overview](#), [Course Homepage Overview](#), [Navigating DC Connect](#), Logging into DC Connect,

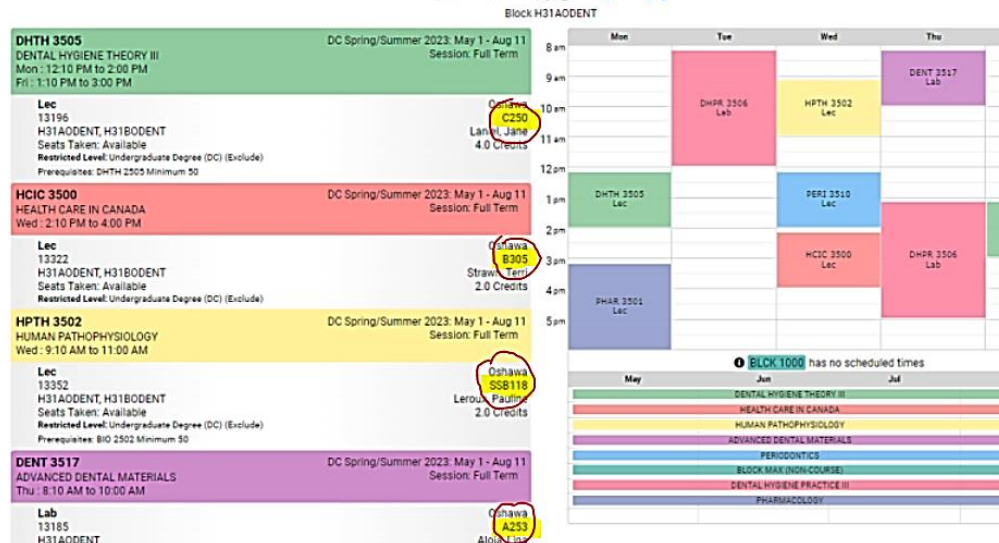


Durham College users, use email address.
Durham College S and X account users, use Banner/Student ID.
Ontario Tech University users, use Banner/Student ID.

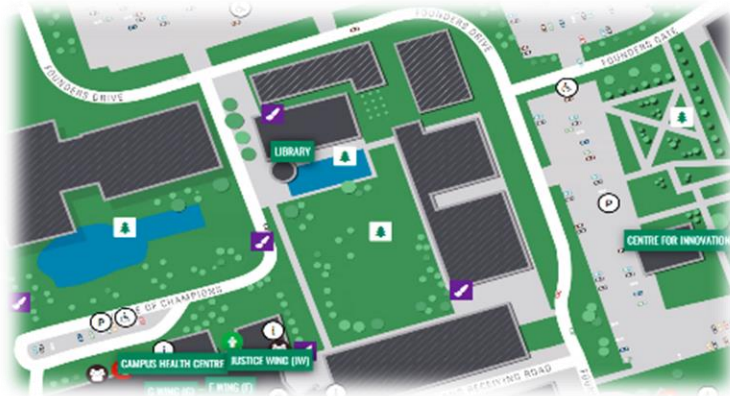


Where are my classes?

- The location of your classrooms will appear on your [timetable](#) (see below)



- The [Durham College Interactive Map](#) will assist you with navigating buildings on campus.
- Remember to follow signage around campus to navigate yourself.



What is PREP 1000 and why is it on my schedule?

- An orientation course for first-year students.
- Offers modules detailing how to sign up for email, navigating DC Connect, what to do on the first day of class etc.
- It is optional but highly recommended because it is informative
- \$500 Amazon Gift Card draw for students who complete all modules by due date

For more information, see [Orientation](#)



IT SERVICES

IT Services (Wi-Fi, passwords, printing)

Included services/amenities:

- DC computers to study & laptop spaces
- Access DC Connect, Canvas, DC Mail, MyDC, cloud service (Office365/GSuite), Adobe Connect etc.
- Network issues, technical support
- [Wi-Fi](#) / Campus network
- Scan & [print](#) documents (Print credits must be purchased at the campus store)
- Password changes/[reset](#)



For more information, visit [IT Service Desk](#)

For self-services, visit [IT Service Desk Portal](#)

[Quick Start](#) for DC Students

To change MyCampus PIN/Security question: [MyDC](#)>Self-Service>Personal Information

How do I contact IT Services?

- Email: servicedesk@dc-ot.ca
- Telephone: (905) 721-3333
- [Live Chat](#)
- Walk-in: [Learning Commons](#), SW 100, Gordon Willey building

Take a look at [hours of operation](#) before any visits/live chats

Can't find SW 100? Check out our [Interactive Campus Map](#)

Durham College app

For general DC info, academic and campus info, download [DC Mobile | Durham College](#)

How to access DC Mail?

- Username: **student ID** (100xxxxxx)
- Password:
 - Initial password: birth date (MMDDYY format) OR postal code – no spaces
 - Update password after first log-in and that will become your default password
 - For password reset support [contact IT Service Desk](#)
 - IT Services will provide you with a temporary password at request
 - Over telephone, you will answer a series of security questions before reset
- Email address format: [firstname.lastname@dcmail.ca](#)
 - A number (1, 2, 3 etc.) will be attached to your name if more than one person in the system possesses the same name

[Setup your outlook account](#) to access your DC Mail



[Forward your DC Mail](#) account to your personal email account. All DC Mail messages will then appear in your personal inbox. This reduces the risk of missing important emails.

Log in: [DC Mail](#)

ENROLMENT SERVICES

Not a student yet? Visit [Recruitment](#)
In the process of applying? Visit [Admissions](#)

What are the enrolment services?

Services include (click one for more info):

- Registration
- Tuition & Fees
- Payments
- Tax information
- Domestic Refunds
- International Visa Status
- International Deferrals
- Withdrawals and Refunds
- Application for Credit Transfers and PLAR
- International Agent Change

Visit: [Enrolment](#)

Contact via:

- Email: oshawaenrolmentservices@durhamcollege.ca
- Telephone: (905) 721-3000

Important dates

Frequently visit and make note of [Important dates 2023-2024](#) so that you do not miss registration, payment, and academic deadlines.

For part-time students: [Important dates | Professional and Part-time Learning](#)

Late payments can be subject to a **late fee** charge of \$150.

How do I pay tuition and how much does my program cost?

Learn: [How to Pay](#)

Balance due only appears on your account after you register and have a time table

Under [MyDC](#)>Helpful Links, visit:


- To pay your balance due: [Make a payment](#)
- To view the cost breakdown of your program: [Program Fee Calculator](#)
- To view your balances: [Account Summary](#)

For more details, visit [Enrolment Services](#)

Direct concerns regarding fees to:

- Email: oshawaenrolmentservices@durhamcollege.ca
- Telephone: (905) 721-3000

Costs are also listed on your [program](#) page (see below)



The screenshot shows a program page with the following details:

- NEXT INTAKE:** September 2023. [View all intakes](#)
- FACULTY:** [Faculty of Business](#)
- LENGTH:** Four semesters
- LAPTOP:** [Learn more](#)
- DELIVERY:** More than 75% of this program is delivered in person. [Learn more](#)

The navigation menu includes: APPLY NOW, OVERVIEW, PROGRAM DETAILS, ADMISSION REQUIREMENTS, COURSES, and COSTS (highlighted in yellow).

The **Program Overview** section states: "Accounting is often referred to as the universal language of business. This program is the next step towards a career in the field of accounting. As a student, you will develop your knowledge of accounting and gain the skills employers need. You will be exposed to QuickBooks Profile. You will also have the opportunity to earn Microsoft Certified Professional Profile. You will also have the opportunity to earn Microsoft Certified Professional Profile." Below this is a section for **INTAKES AND AVAILABILITY**.

What textbooks do I need?

- Textbooks can be purchased at the [campus store](#)
- Your course outline on [DC Connect](#) may include textbook information
- [Textbook Search](#): Find the textbook for any individual course
- [Get your booklist](#) (MyDC>Helpful Links>Books for term): Log in, select semester. The booklist for all courses will be generated
- Find a [course outline](#)

For more information, refer to the [FAQs](#)

For part-time students: [Textbooks](#)

How do I preview available courses?

- Go to MyDC > [Helpful Links] > [Preview Courses](#)
- Select term
- Select subject (e.g., ACCT), enter course number (e.g., 1100)
- Enter other criteria, if necessary (hours, days), to narrow the search
- Click "Class Search"

For more details, read [How to Preview Available Courses](#).



I cannot select a timetable on MyDC

Ensure you:

- Paid the deposit (\$500 for full-time domestic students)
- Have no academic holds on your account
- Are eligible for the next semester

Visit: [Registration Troubleshooting](#)

For instructions, view: [How to Select a Timetable](#)

For inquiries, contact your [Student Advisor](#)

For technical support, contact [IT Service Desk](#)



How do I view my timetable?

[MyDC](#) > [\[Helpful Links\]](#) > [Timetable Options](#) > [Registration](#) > [Select term](#)

For timetable selection, view: [How to Select a Timetable](#)

How do I add or drop classes and make changes to my timetable?

Check [important dates](#) to know when timetable changes open. [The deadline for adding courses \(including new ones or ones you dropped\) is day 5 of the semester.](#) Reach out to your [student advisor](#) in this event.

- Instructions: [How to Add/Drop Courses](#)
- Fill out the [Add/Drop courses form](#) and send to your student advisor to drop classes after web registration closes

Make timetable changes: [Add/Drop courses](#)

To view course availability/options before adding: [Class schedule search](#) (MyDC > Helpful Links > Preview Courses)

Note: Adding courses that exceed your maximum hours per semester will incur additional fees

How do I apply for credit transfer/PLAR?

If you studied previously at Durham College or another recognized post-secondary institution, your successfully-completed courses may be eligible for **credit transfer**.

To apply: MyDC > Enrolment Services > [Credit Transfer & PLAR](#) > Application for Credit Transfer > Start New Application

For more information, see [Apply for Credit Transfer](#) and [FAQs](#)

For inquiries regarding application:

- Email: transfers@durhamcollege.ca

For inquiries regarding academic plans, credit equivalencies and advice:

- Faculty of Business: business@durhamcollege.ca
- Contact your [Student Advisor](#)



PLAR is a process you can use to gain college credit(s) for previous work and life experiences.

For more information, see [Prior learning assessment and recognition \(PLAR\)](#)

For inquiries regarding application:

- Email: PLAR@durhamcollege.ca
- Telephone: (905) 721-3053

Make sure to submit your application before the **deadline**

INTERNATIONAL STUDENTS

I have questions about studying as an international student (visa, enrolment, withdrawal etc.)

All questions must **first** be directed to the international office via:

- Email: international@durhamcollege.ca
- Telephone: +1 (905) 721-2000 ext.7697
- [Live chat](#)
- Office: SSB 210
- Form: [Contact us](#)
- “International Ask-Us-Anything” online drop-in sessions every Tuesday & Thursday



The [Fall 2023 New International Students Guide](#) and [Student Support](#) cover arrival, housing, health insurance, school preparation, employment, getting involved, graduation, transfer/withdrawal, tax info, navigation and visa/permits.

[After you apply](#) – [Check status of your application](#)

For more information, visit [International](#)

For useful information regarding admissions, applications, health care, arrival service, fee payments, registrations and academics: read the [FAQs](#).

Can't find SSB 210? Check out our [Interactive Campus Map](#)



FINANCIAL AID

How do I use my OSAP to pay for school?

- [Log in/Register](#) to apply for OSAP
- Learn [about OSAP](#), [how to apply](#), steps [after you apply](#), and about [repaying your loan](#)
- [Uploading supporting documents: instructions](#)

For more information, see [OSAP | Durham college](#) and [OSAP | Ontario](#)

For assistance/inquiries, email financialaid@durhamcollege.ca

What scholarships and awards does Durham College offer?

Durham College offers bursaries, degree program entrance awards, in-course scholarships, [donor awards](#) and external awards. Other forms of financial aid include [DCWorks](#), [IWorks](#) and [Summer Employment](#)

To view/apply for student aid, visit [Financial Aid](#)

For more information, visit [Scholarship, Bursaries & Awards](#) or [MyDC](#)

For inquiries, contact via:

- Email (Scholarships, Bursaries and Awards): studentawards@durhamcollege.ca
- Email (Financial Aid): financialaid@durhamcollege.ca
- Appointment: [myVisit](#)
- Telephone: (905) 721-3036
- Walk-in: SSB 2nd floor



Take a look at [hours of operation](#) before making phone calls

Can't find SSB 2nd floor? Check out our [Interactive Campus Map](#)



CAMPUS SERVICES

What are the campus services offered?

Services include (click one for more info):

- Fieldhouse
- Health and Wellness
- Ice Centre
- Campus Safety
- Campus Store
- Campus-ID/U-PASS
- Career Development
- Computer Learning Commons
- Esports Gaming Arena
- Food services
- IT Service Desk
- Library
- Lockers
- Parking info
- Shop DC
- Sport and Recreation
- Study Spaces
- Test Centre

How do I book a study space?

Book a study space for quiet space to work in groups or study by yourself outside class hours

- Navigate to the desired study space on the list and select “Click here to book this room”
- Follow the prompts and select date & time, and enter your network credentials to book

At least 2 other group members must book the same space to secure your spot

If you do not arrive at the space **within 15 mins** of booked start time, the room becomes available for others to rebook

Where do I buy textbooks, DC clothing and any other school supplies?

Visit the campus store:

- A 125, Gordon Willey building
- Explore/order online

Contact via:

- Email: campusstore@durhamcollege.ca
- Telephone: (905) 721-3026

Take a look at hours of operation before making visits

Can't find A 125? Check out our [Interactive Campus Map](#)





Campus ID, Bus Pass & Parking

Where do I get my student ID?

- The digital Campus ID is required to access various campus services
- To obtain:
 1. Download the TouchNet 360u app from the [App Store](#) or [Google Play](#) (TouchNet OneCard app was used previously)
 2. Search for & select Durham College
 3. Input network credentials after redirected to the DC login page
 4. Upload your photo via the app or [OneWeb](#)
 5. Open app to access digital card and QR code

For inquiries/assistance, contact

DC-CampusID@durhamcollege.ca / photoid@dc-uoit.ca

For more information, visit [Campus-ID/U-PASS](#)

Where do I get my bus pass?

- U-PASS is only available for full-time students (paid via ancillary fees)
- It is non-transferrable, valid for DRT only and can be downloaded only on one device
- It must be re-activated each semester
- Unlimited travel on Durham Region Transit (DRT)
- To create account:
 1. Download [PRESTO E-Tickets](#) mobile app
 2. Create your account using your @dcmail.ca email address
- To obtain:
 1. Click link in 'PRESTO - E-Ticket(s)' email each semester to retrieve access to the pass
 2. View available tickets, select ticket, click "Yes"
 3. Find activated ticket on Active tab
 4. Open and tap your E-ticket when you board

For inquiries/assistance, contact DC-UPASS@durhamcollege.ca

For more information, visit [Campus-ID/U-PASS](#)

To view bus routes, times and plan your travel, you can use [Google Maps](#)

Parking information

- Parking passes can be bought per semester or for a full year.
- [Daily passes](#): \$5/hour; max of \$18/day
- Parking lots vary in [price](#) based on proximity to the campus.

Purchase a pass as soon as possible because available slots are taken up rapidly and your application to [IPASS](#) will be disapproved when lots reach full capacity.

For more details, view [parking information](#)


View the locations of parking lots on our [Interactive Campus Map](#)

The new digital student ID card

**TouchNet
360u**

HOW TO ACCESS

- 1 Download TouchNet 360u app
- 2 Input your network credentials to begin
- 3 Upload your photo




The new digital U-pass

**PRESTO
E-TICKET**

HOW TO ACCESS

- 1 Download the PRESTO E-Ticket app
- 2 Create your account using your @dcmail.ca email address
- 3 Activate your PRESTO E-Ticket before you ride
- 4 Show and tap your PRESTO E-Ticket





Campus Health & Wellness Centre

Services: Mental health, wellness coaching, pharmacy, medical clinic, chiropractic & physiotherapy, massage therapy

ARE YOU OK? – Emergency (Security 905.721.3211 - or 911) - Get help on-campus (CHWC, wellness committee, outreach, sexual violence, indigenous centre) and off-campus (Good2Talk, I.M. Well, Ontario 211 etc.)

ARE YOU OK? 

Contact via:

- Email: chwc@durhamcollege.ca
- Telephone: (905) 721-3037
- Appointment: [Book Online](#)
- [Live Chat](#)
- Visit: G 1030

For more information, see [Campus Health and Wellness Centre](#)

For information on student health insurance plan: Visit [studentVIP](#) or contact [Donna Judson](#)

Can't find G 1030? Check out our [Interactive Campus Map](#)

The Wellness Den

Struggling with maintaining a healthy lifestyle?

The [Wellness Den](#) encourages students to engage with wellness and self-development focused resources to cultivate growth, take action, and thrive.

Aspects: Confidence, Mindfulness, Nature, Healthy Eating, Movement, Sleep

- Drop-in: C 128 - Wednesday 10:00 a.m. -2:00 p.m.
- Learn & discover resources such as condoms, pregnancy tests, menstruation products and a healthy snack cupboard!
- Email: wellnesscoaching@durhamcollege.ca
- Also visit: [wellness-based workshops](#), [WellPod@DC](#) & [Peer Wellness Reps](#)

Can't find C 128? Check out our [Interactive Campus Map](#)

EMERGENCY – What do I do?

In a life-threatening event, call 911

Read [Campus Safety](#) thoroughly

Emergency guidelines posters are on the walls of hallways, classrooms, and offices across all DC campuses

To contact Campus Security or Campus Emergency Response Team (CERT):

- Mobile/External phone: (905) 721-3211
- Campus telephone: (905) 721-2000 ext. 2400

In the event of blood loss, check locations of [Bleed Control Cabinets](#)





[Report an incident](#) | [ARE YOU OK?](#)

Food on campus

Whether you're looking for a full meal or a quick snack, Durham College has a variety of dining options to tempt your taste buds. From pizza and pitas to salads and subs, our food choices are sure to satisfy even the pickiest appetite

Dining Areas:

- Marketplace Cafeteria
- South Village Residence Dining Hall

For more information, see [Food on Campus](#)



How do I use the gym?

You must possess your [Student ID](#) to access the Gyms and the Flex Centre

Or you may use the Scan ID provided by the [Campus Recreation app](#).

Location: CRWC

Sports such as volleyball, basketball, badminton and more are available

For more information, see [Campus Recreation](#)
View [Facility Hours of Operation](#)

Can't find CRWC? Check out our [Interactive Campus Map](#)



How do I rent a locker on campus?

To rent (fees applicable): [Lockers](#)

- Sign in with DC email and password
- Click "New Rental"
- Select building, floor, wing
- Click "Search"
- Select preferred locker from available list, and click "Next"
- Choose rental term
- Price total will display: enter payment details, and click "Now"
- Confirmation will be sent to DC Mail
- The locker is yours to use



STUDENT SERVICES

What are the student services offered?

Services include (click one for more info):

Learn more about [getting involved](#) on campus

- Access and Support Centre
- Athletics
- Health and Wellness
- Career Development
- Co-operative Education (co-op)
- Durham College Student Association
- First Peoples Indigenous Centre
- Food
- Housing
- IT Services
- Library
- Equity, Diversity and Inclusion
- Registrar
- Outreach
- Peer Wellness Coaching
- Rights and Responsibilities
- RISE @Durham College
- Sexual Violence Awareness
- Social Media Hub
- Student Academic Learning Services (SALS)
- Student Advisors
- Student Development

Access and Support Centre (ASC) – accommodations & special needs

The ASC provides [accommodations](#) for students based on their unique learning needs including:

- Peer notetaking, peer coaching, test accommodations, reduced course load, ASL services
- Assistive Technology
- Counselling
- ASD Social Group

For more information, visit [Access and Support Centre](#)

Contact via:

- Email: asc@durhamcollege.ca
- Telephone: (905) 721-3123
- Walk-in: SW 116, Gordon Willey Building
- [Live Chat](#)

Can't find SW 116? Check out our [Interactive Campus Map](#)

I want tutoring and course help (SALS)

[Student Academic Learning Services \(SALS\)](#) support students with achieving their academic goals.

- ESL Support, learning and study strategies, peer tutoring, subject/course support, writing skills
- Service via online modules (DC Connect), resources, workshops, tutorials, and individual appointments

(For more info, see image below)



How can Student Academic Learning Services (SALS) support me?



I can get support: ■ With a specialist ■ With a peer ■ At my own pace

SUBJECT SUPPORTS

- Accounting
- Math
- Biology
- Physics
- Chemistry
- Statistics

GENERAL COMPUTER SKILLS

- Microsoft Office
- Online learning platforms
- Navigating DC Connect

SALS ONLINE

Free online resources in DC Connect to help improve:

- Academic Integrity
- Academic Writing
- Learning Strategies
- Accounting
- Biology
- Chemistry
- Math
- Physics

OPTIONS FOR SUPPORT

- Personalized one-to-one appointments
- Subject-specific tutorials led by subject matter experts
- Facilitated interactive workshops
- Remote or in-person service options
- Peer-led support

WRITING SKILLS

- Academic Integrity
- Academic Reading & Writing
- Presentation Skills
- Research & Referencing

LEARNING STRATEGIES

- Listening & Note-taking
- Mature Learner Transition to College
- Overcoming Procrastination
- Study Strategies
- Test & Exam Preparation
- Time Management & Organization Skills

ENGLISH AS A SECOND LANGUAGE

- Academic Writing
- Acculturation
- Pronunciation
- Vocabulary

PEER TUTORING

- Course-specific support led by experienced students
- Strengthens understanding of course content
- Work-study opportunity for upper-year students

Contact SALS:

- Email: sals@durhamcollege.ca
- Telephone: (905) 721-2000 ext. 2491
- Appointment: [Request Form](#)
- Office: SSB 204

Take a look at [hours of operation](#) before any visits

Learn: [How to register for and complete SALS workshops](#)

For more information, watch the [orientation video](#) and read [FAQs](#)

Can't find SSB 204? Check out our [Interactive Campus Map](#)

I am a first-year student

Please read this document from the beginning for important information

Also visit: [Orientation](#) & [Frequently Asked Questions](#)

Read through [Preparing for the First Year](#)

To contact Durham College, visit [Key Contacts](#)

Complete the [PREP 1000](#) module on DC Connect

Find numerous resources at [Student Life](#)

Contact [admissions](#) regarding applying to college, requirements, credit transfers, pathways etc. Already a student? Contact [enrolment](#).

Contact First-Year Experience Co-ordinator:

- Email: firstyear@durhamcollege.ca
- Telephone: (905) 721-2000 ext. 2103
- Office: SSB 211B

Can't find SSB 211B? Check out our [Interactive Campus Map](#)

WELCOME
TODC



What is my student health plan?

Coverage includes: Drug, Extended Health, Vision, Dental, Travel, Accident

For more information, visit [studentVIP](#)

Contact: info@studentvip.ca or [Donna Judson](#)

Durham College Student Association (DCSA)

- DCSA is an independent organization that represents all DC students
- Governed by an elected student board of governors who help enhance the student experience online and on-campus
- Features various departments that serve the specific needs of DC students
- Services include legal aid and hospitality

For more information, see [DCSA](#)

Contact via:

- Email: dcsa@durhamcollege.ca
- Telephone: (905) 721-1609 ext. 3988

LEARNING RESOURCES

What are the learning resources offered?

[Resources](#) include (click one for more info):

- Academic Integrity
- Academic Success Toolkit
- Library Research Guides
- Student Academic Learning Services (SALS)
- The Learning Portal

[Top Tips](#) – New Students, Learning Strategies, Academic Writing & Reading



FACULTY OF BUSINESS

Where is the Faculty of Business located?

The Faculty of Business office is located in [H 132](#), Gordon Willey building, as of July 2023.

Contact us via:

- Email: business@durhamcollege.ca
- Telephone: (905) 721-3064
- [Live Chat](#)

Explore our programs on the [Faculty of Business](#) website & our page on [MyDC](#)

Hours of operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Who is my Student Advisor?

Student Advisors help students navigate through their studies by revising academic plans to suit their individual needs. They assist with:

- Identifying education & career goals and creating relevant academic plans
- Program changes, transfers and pathways
- Course selection & equivalent credit
- Ensuring progression and graduation requirements are met
- Decisions regarding full-time/part-time studies
- Academic success plans for failed or low GPA courses

Inquiries not relevant to this scope must be directed to your [faculty](#)

To discover the student advisor for your program, visit [Student Advisors](#)

How do I contact my Student Advisor?

- Student advisors can only be directly contacted via [email](#)
- Emails must be sent from your [DC Mail](#)
- For face-to-face, online or phone call counselling, an appointment must be requested and approved

For your student advisor's email, visit [Student Advisors](#)

Additional Links

- | | | | |
|---|---|--|------------------------------------|
| • FAQs Durham College | • Info for Current Students | • Future Students | • Co-op |
| • FAQs Orientation | • Pathways | • Indigenous Students | • Program Transfer |
| • FAQs International | • Transcript Requests | • Alumni | • Contact DC |
| • FAQs PPL | • Academic Upgrading | • Field Placement Programs | |



 @facultyofbus

 @DurhamCollegeBusiness

 bitm-durham-college